

Fig. 1

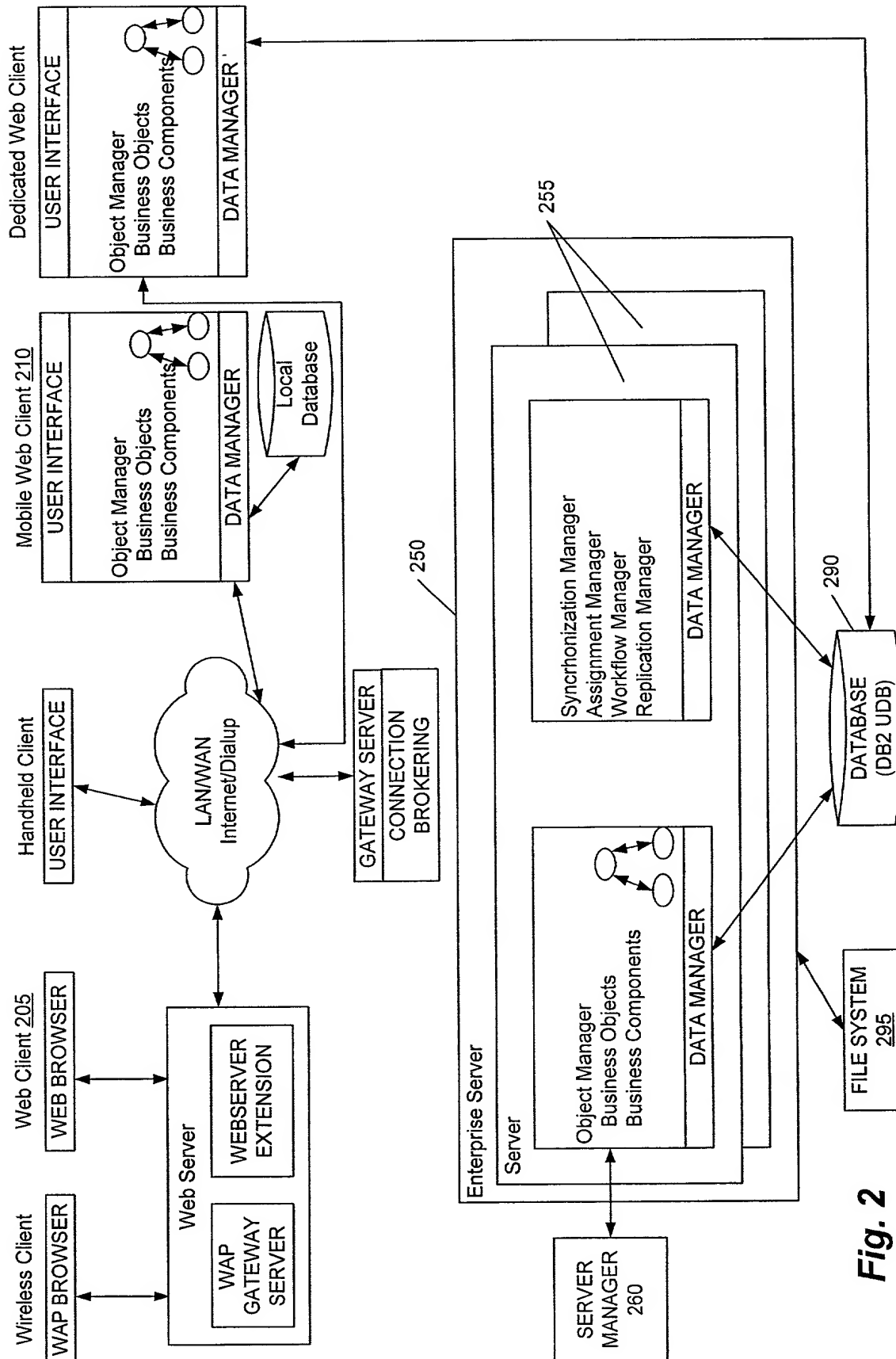


Fig. 2

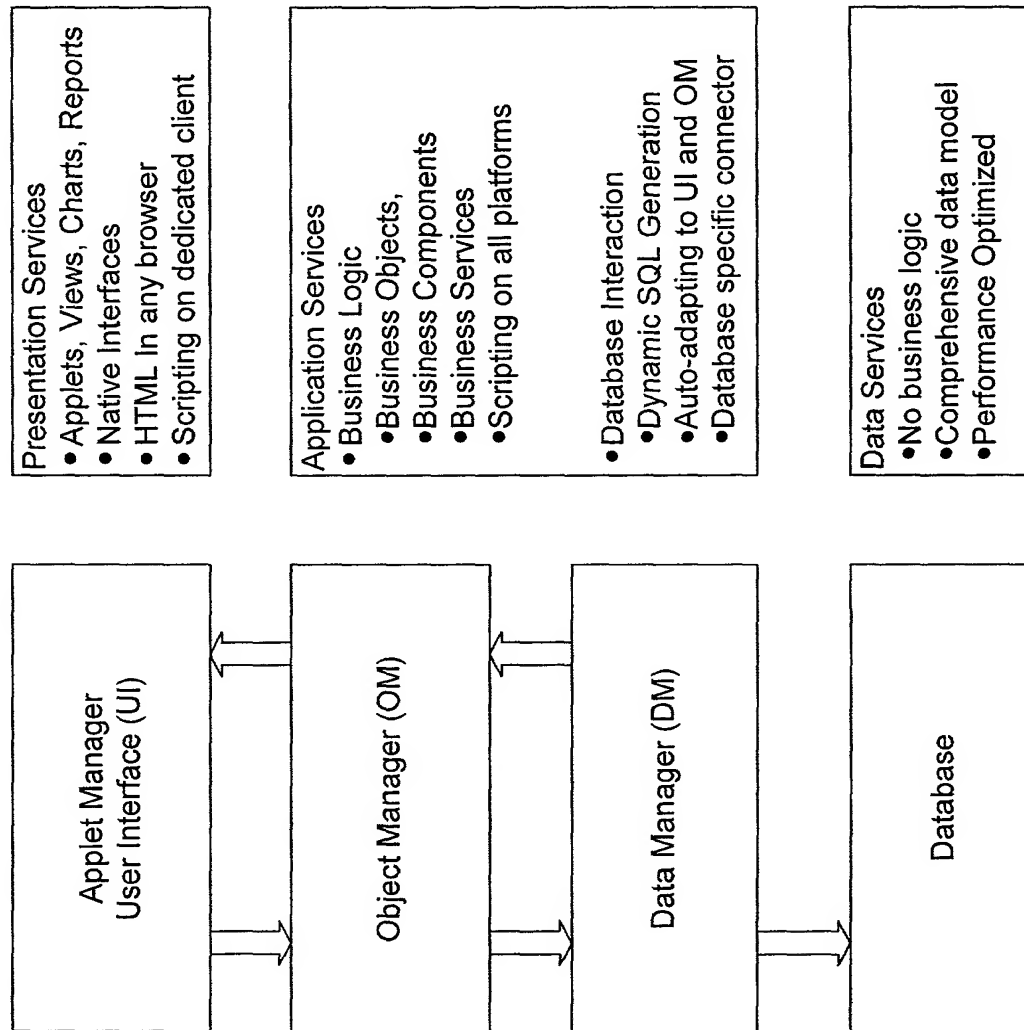


Fig. 3

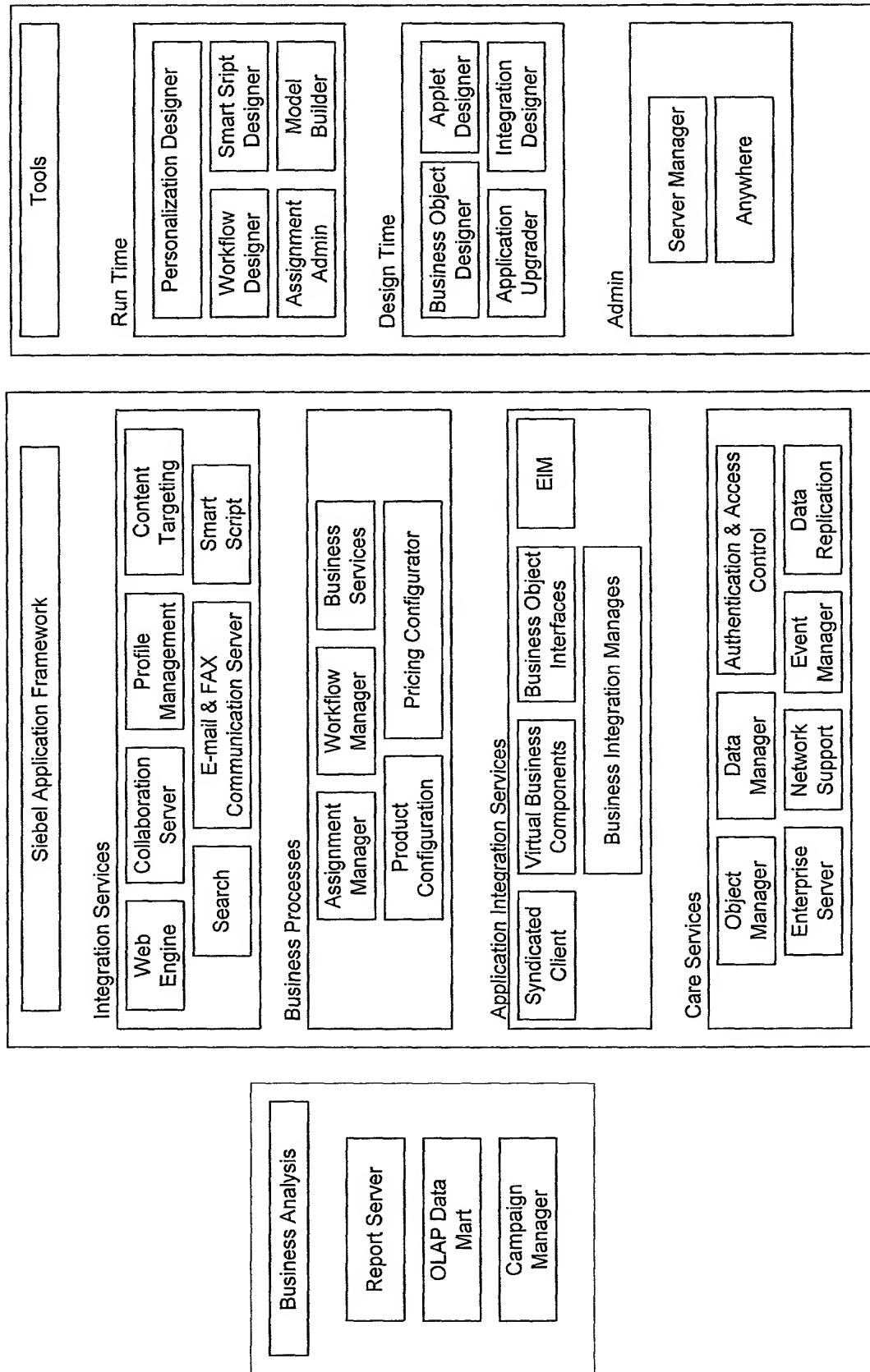


Fig. 4A

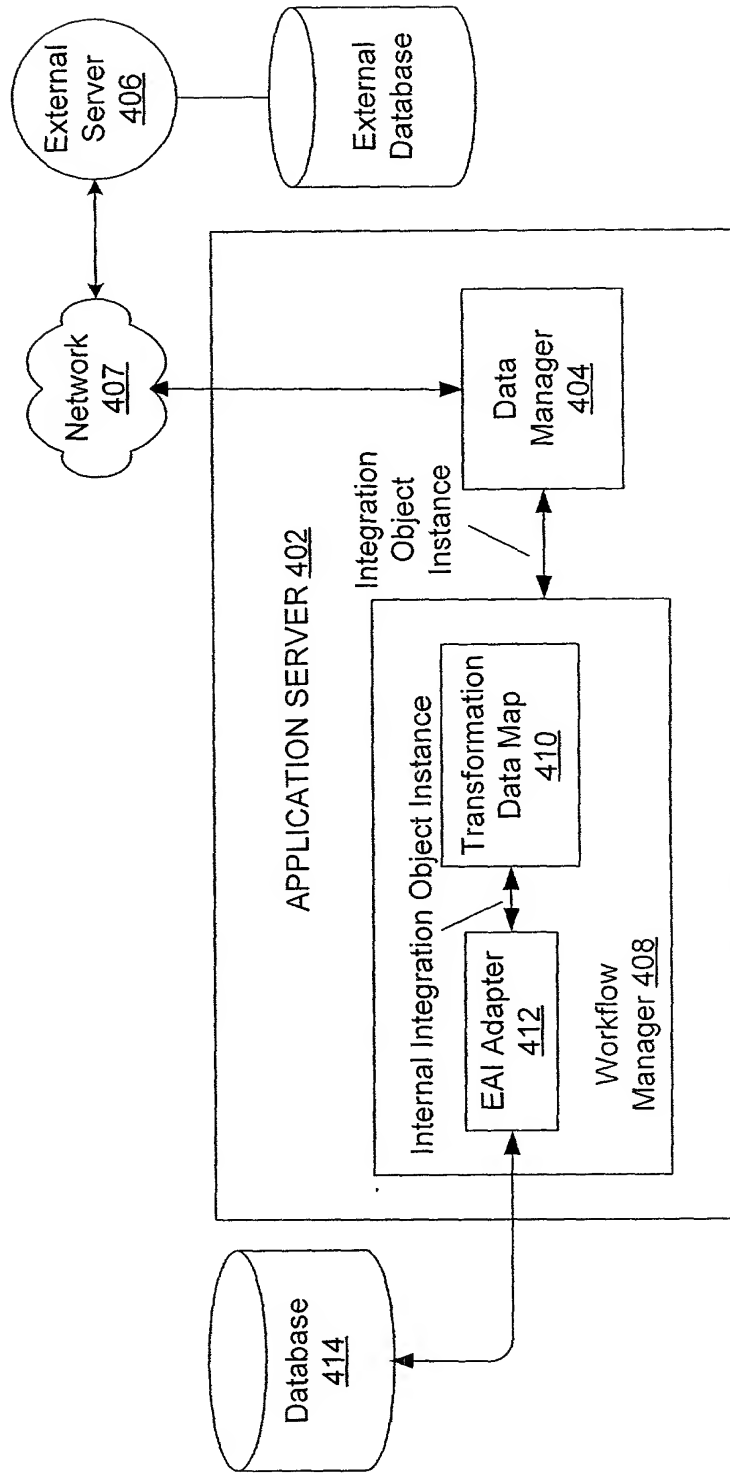


Fig. 4B

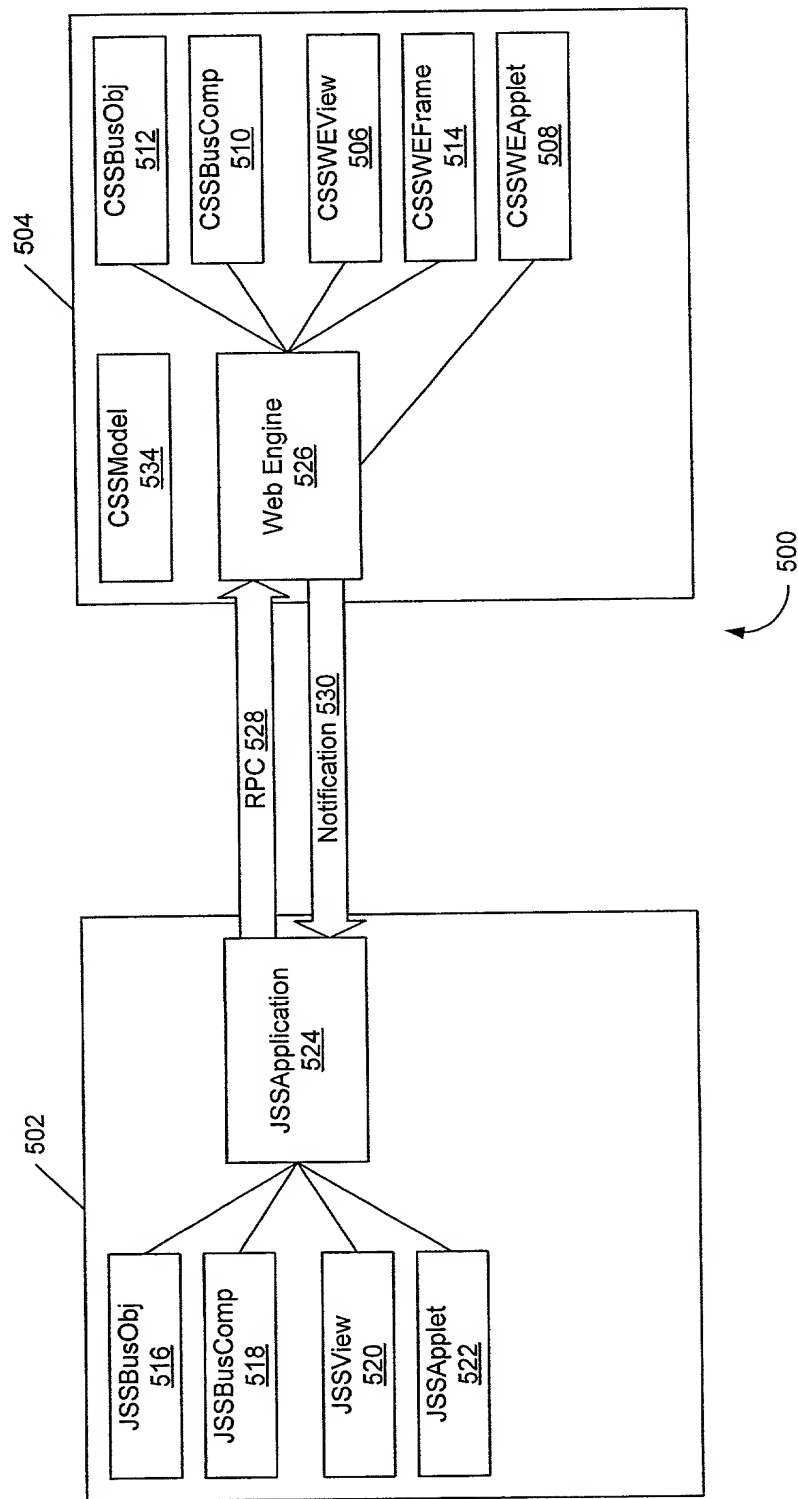


Fig. 5A

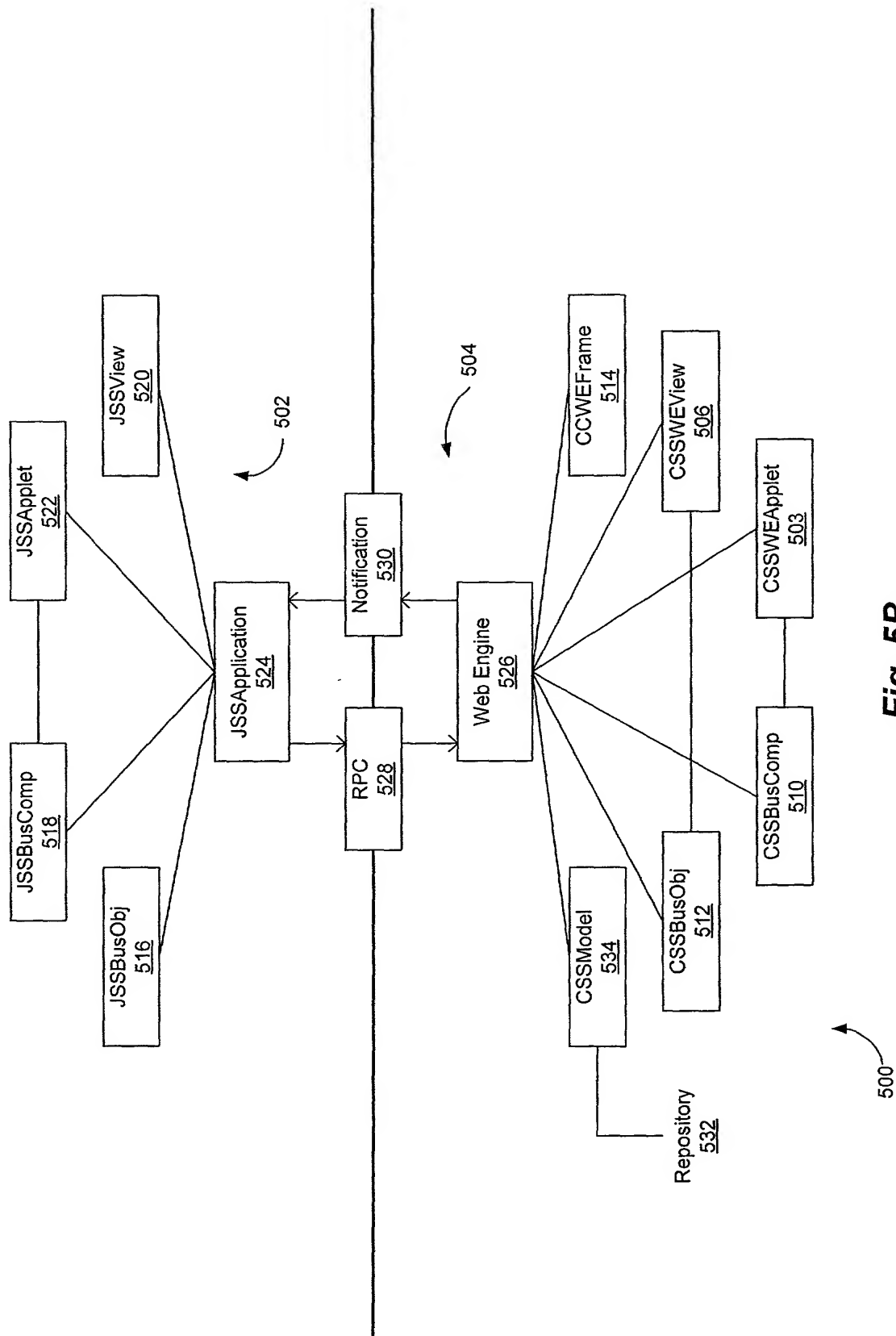


Fig. 5B

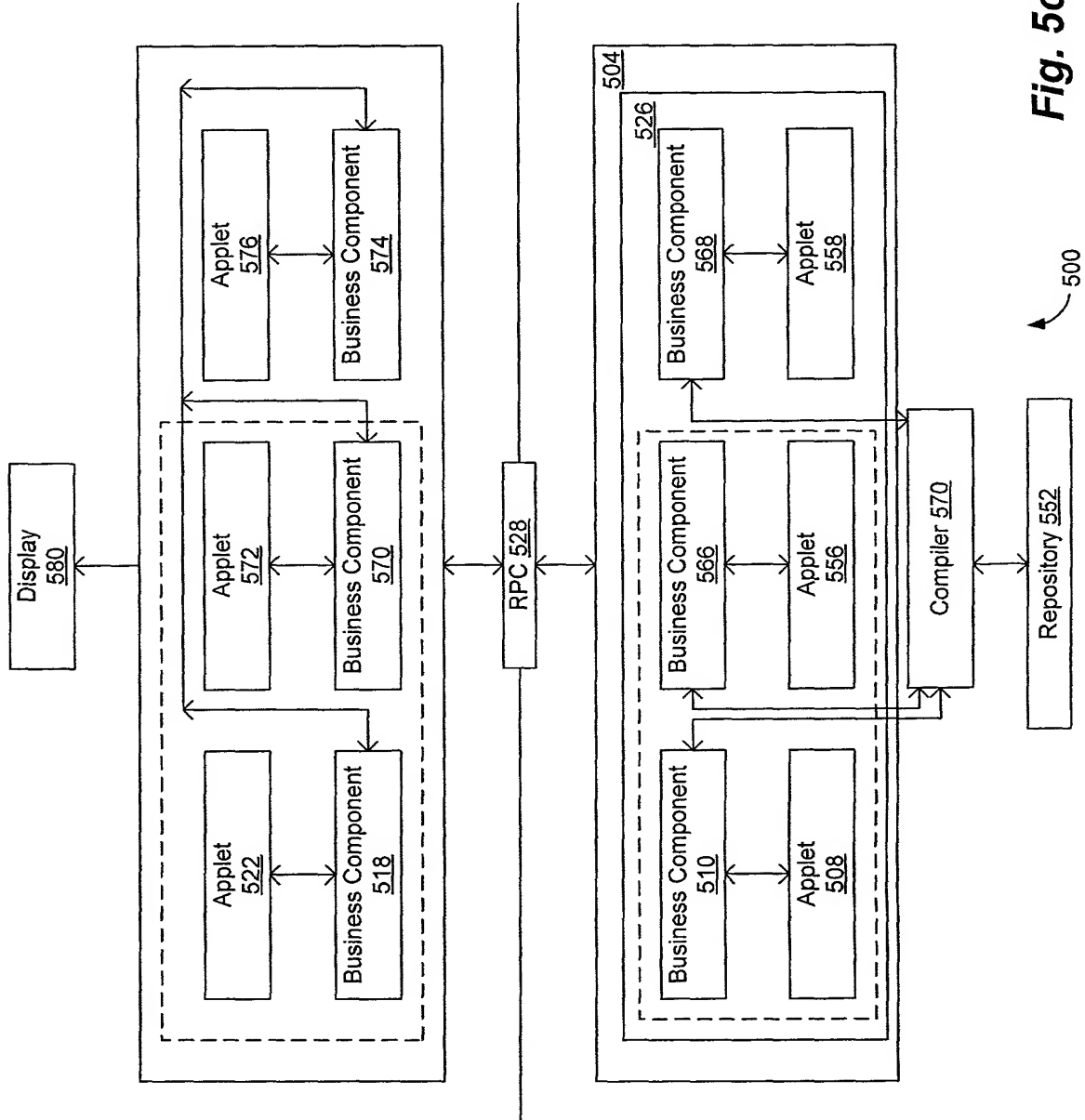


Fig. 5c

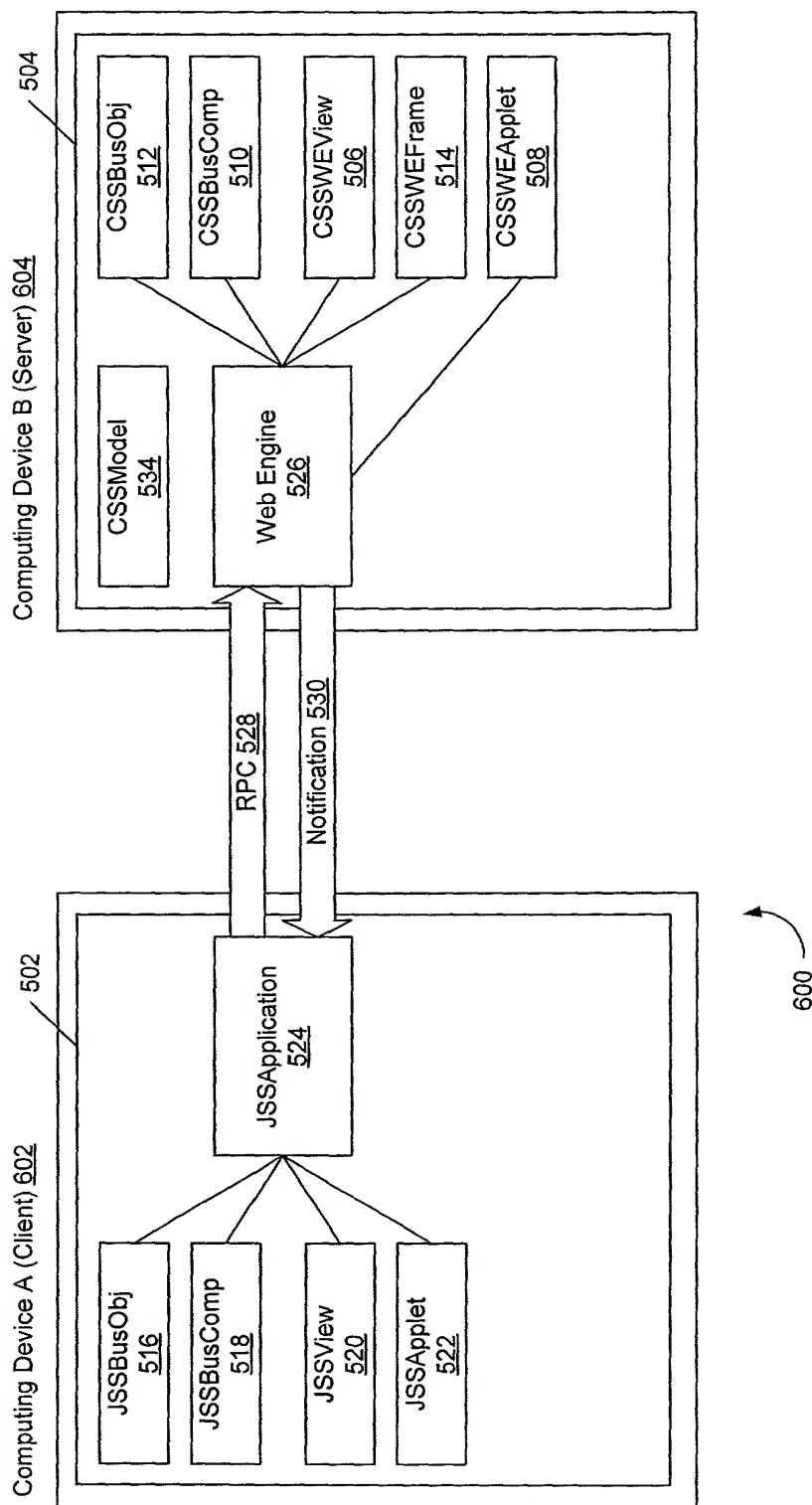


Fig. 6A

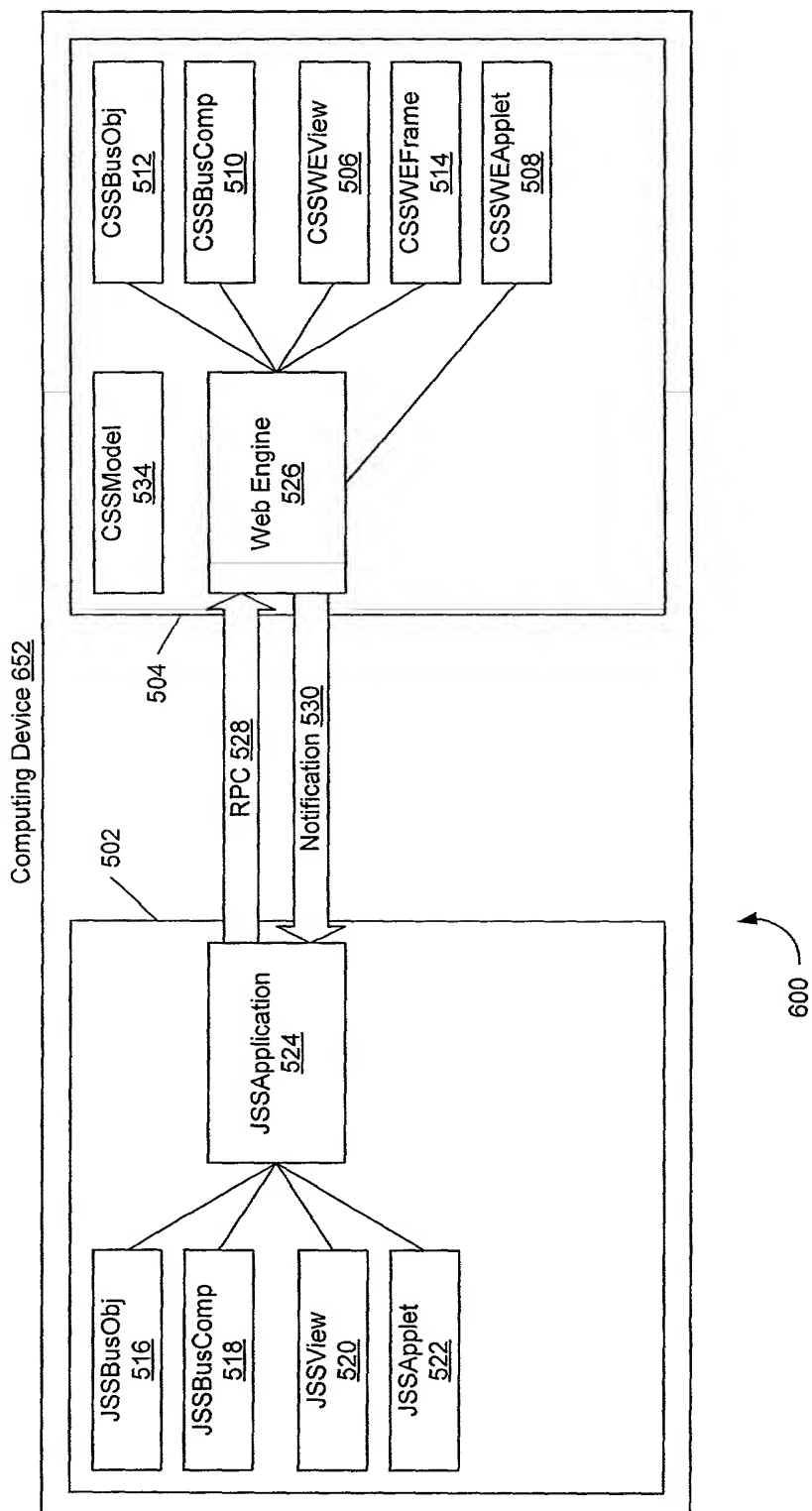


Fig. 6B

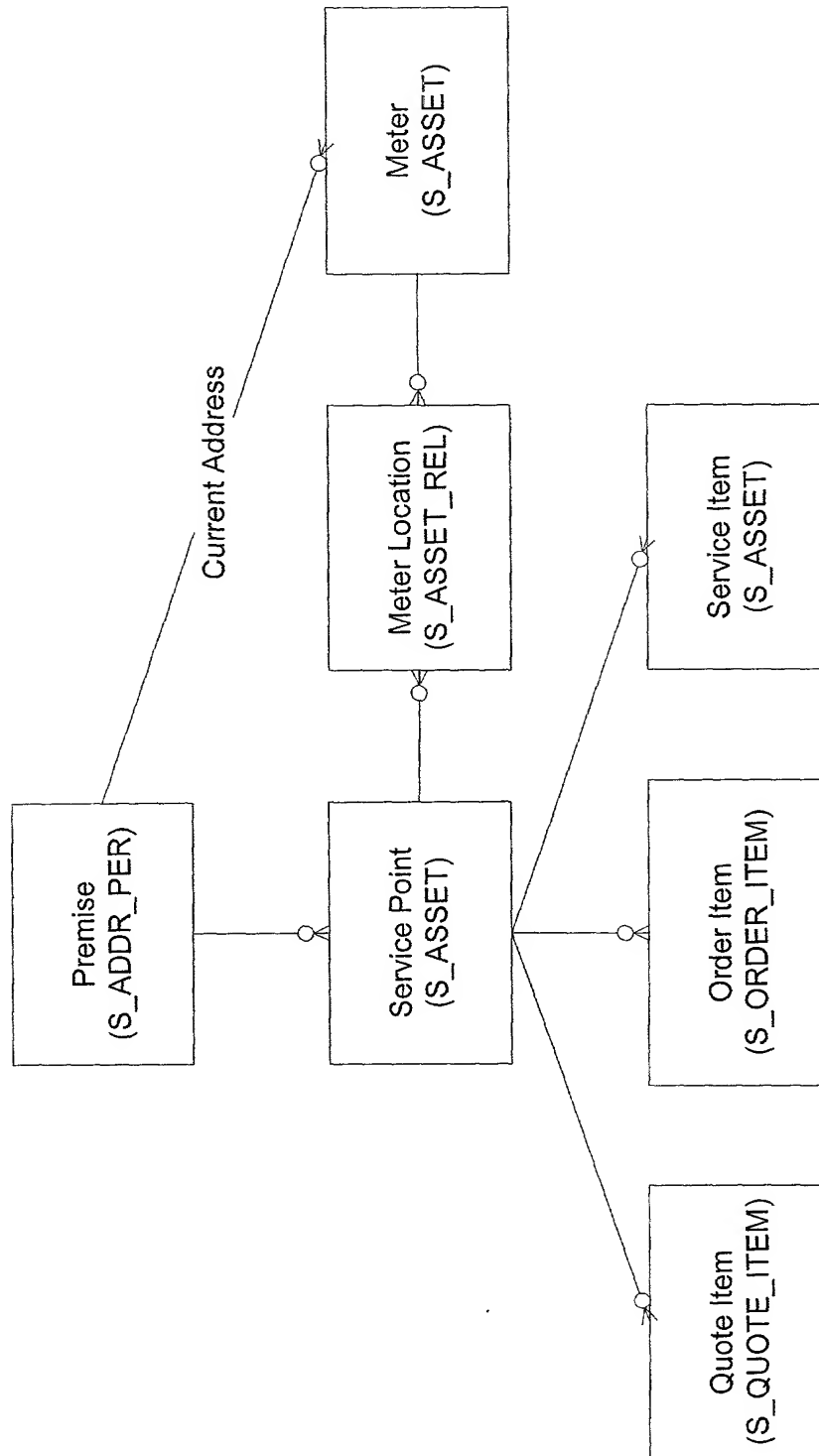


Fig. 7A

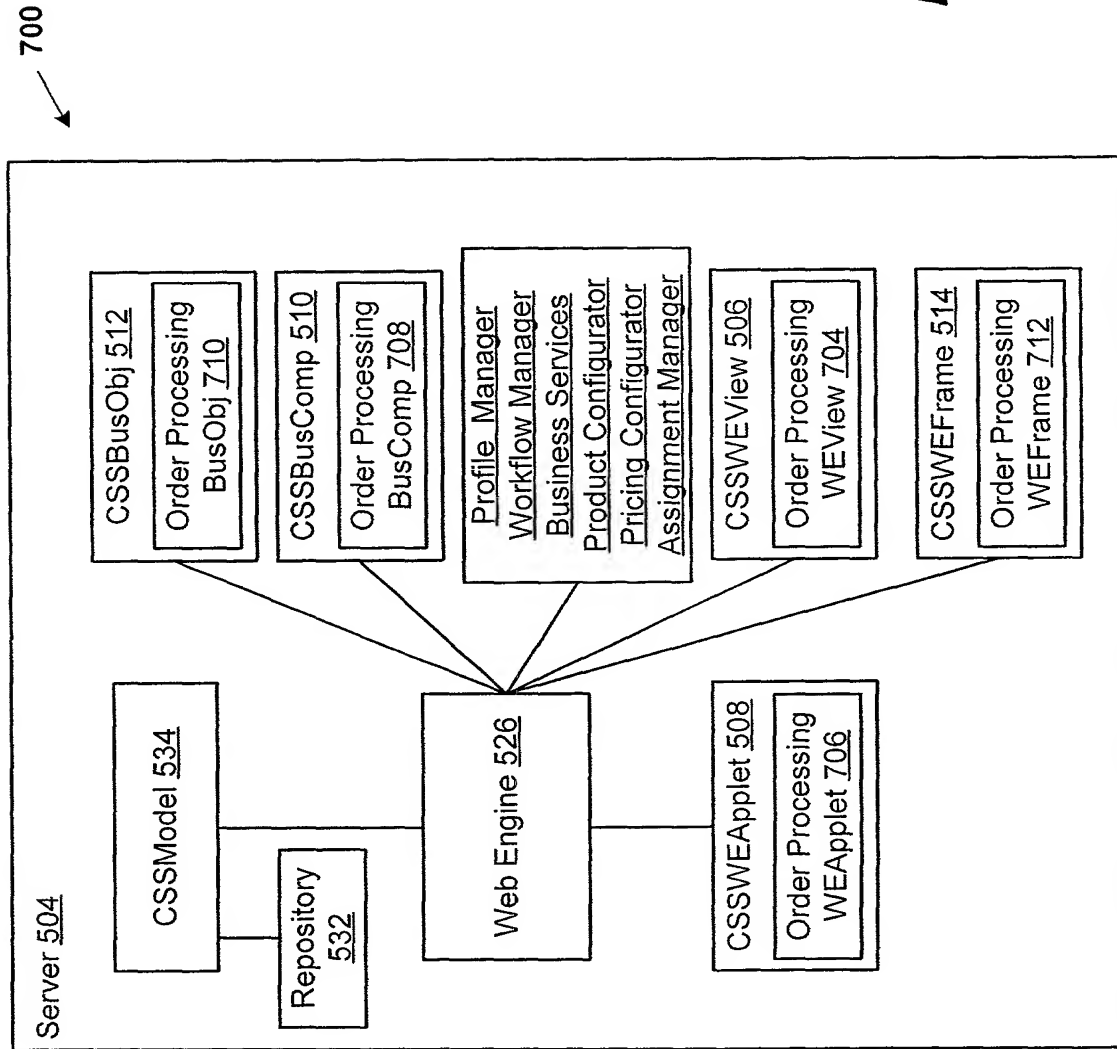


Fig. 7B

2003F09" 445622001

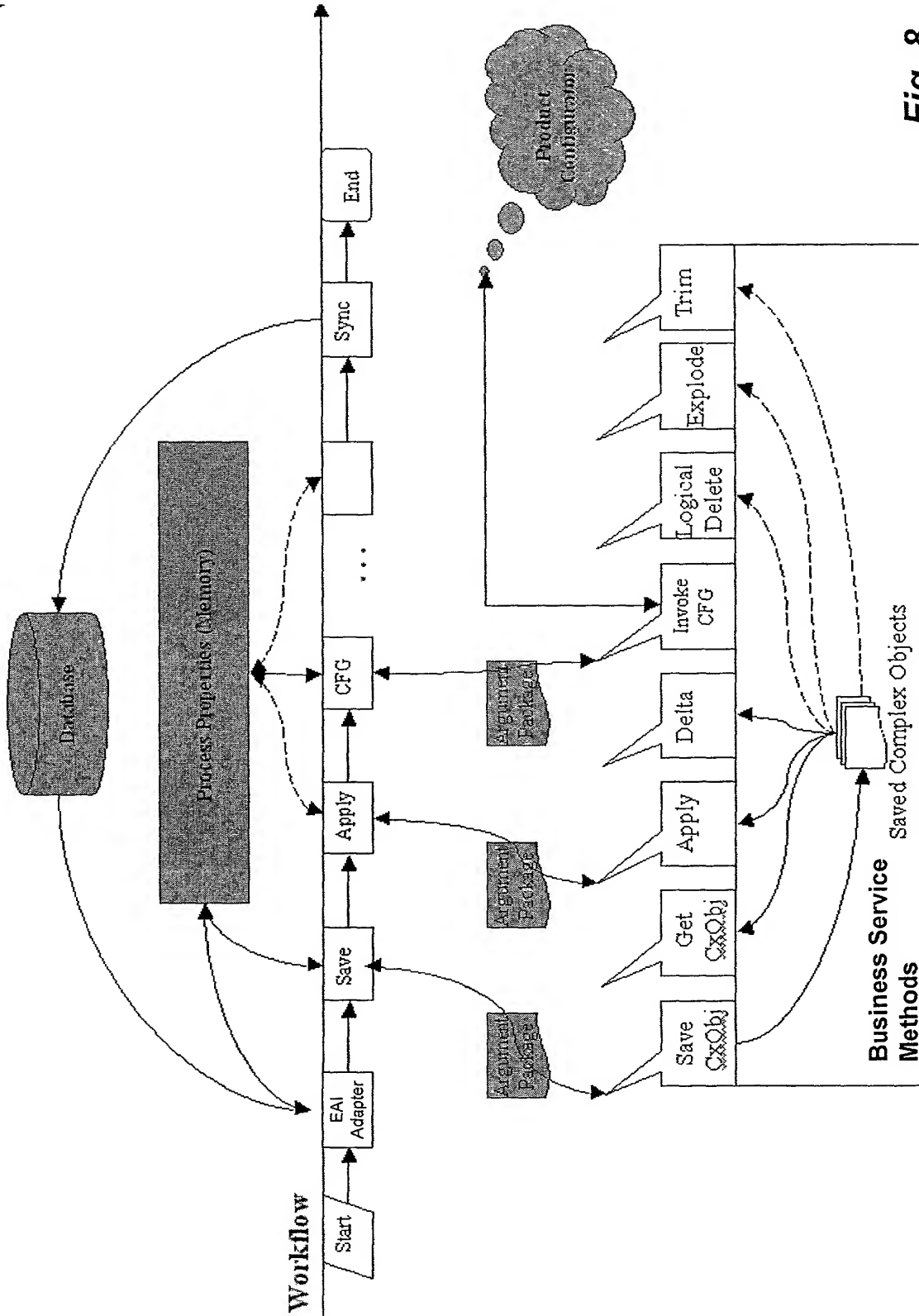


Fig. 8

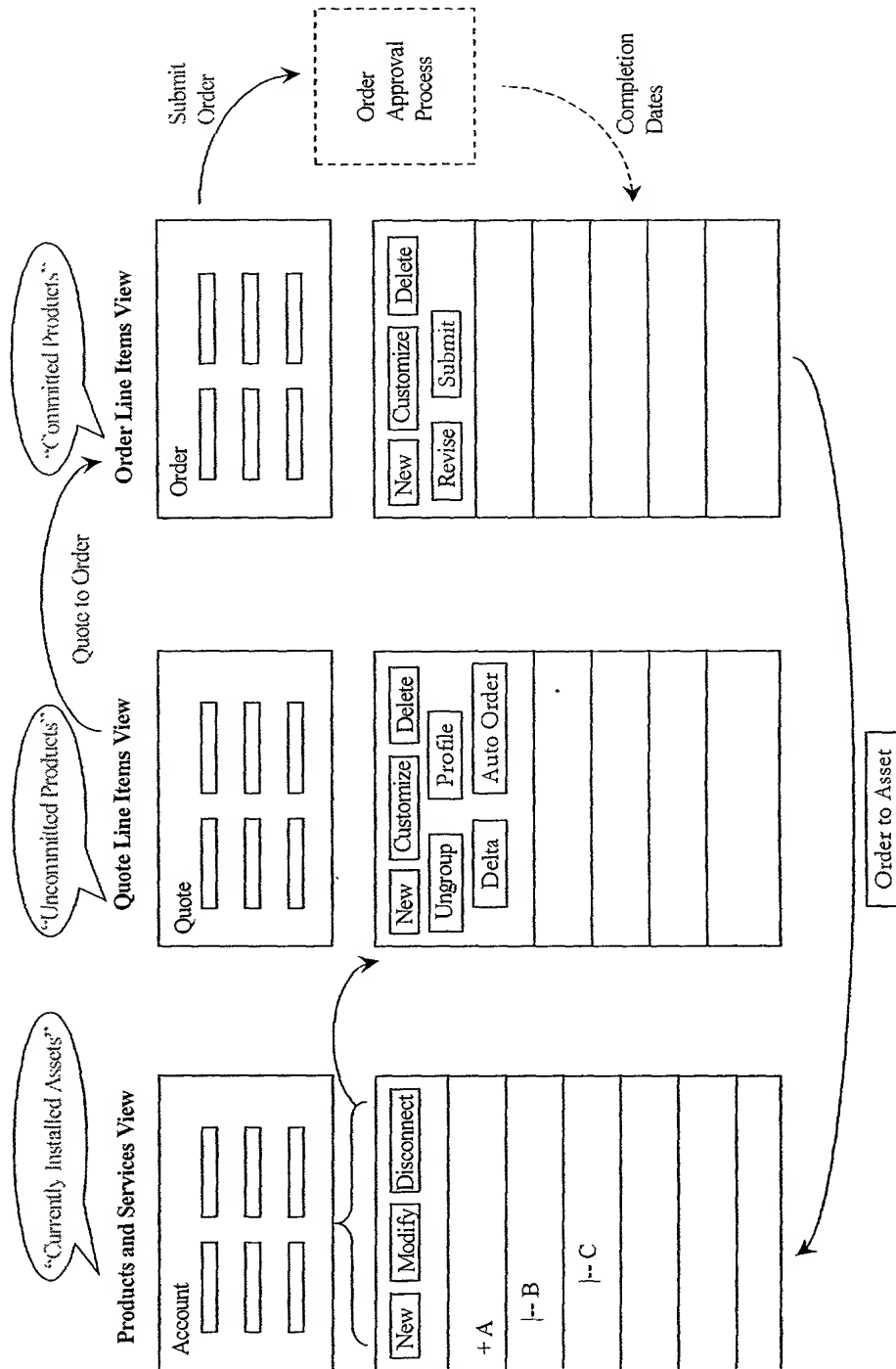


Fig. 9A

2008T90" T458200T

900

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Credit Management Agreements Co

Show: All Accounts

Account: Account: Null Query

Accounts

New Move

Name	Parent	Main Phone #	Status	Type	Account Team	Account
ABC Americas East		(908) 456-8900	Active	Distributor	SADMIN	Customer
ABC Mart # 18	Montgomery	(908) 325-8701	Active	Retailer	SADMIN	Customer
ABC Mart #17	Princeton	(908) 325-8702	Active	Retailer	SADMIN	Customer
ABC Mart #21	Pennington	(908) 325-7801	Active	Retailer	SADMIN	Customer
ABC Mart #10	HQ	(908) 456-8900	Active	Distributor	SADMIN	Customer
Ace Corporation		(908) 456-8900	Active	Distributor	SADMIN	Customer
Americas Accounts		(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliati Move Account Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Address

Name: ABC Mart #17

Address Line 1: 1200 University Avenue

City:

Zip:

Site: Princeton

Address Line 2:

State:

Country:

Synonyms:

Status: Active

Industry:

Account Team: SADMIN

Account Type: Retailer

Main Phone #: (908) 325-8702

Main Fax #: (908) 325-8705

Account Class: Customer

Fig. 9B

203790 14532007

Fig. 9C

Account A K Fisher > Account

Navigation: Premises Home Accounts Product Admin Application Admin Workflow Admin Work Orders Trouble Tickets Service Requests All Accounts

Account: A K Fisher

Name: A K Fisher
Address Line 1: 1000 Industrial Way
City: San Francisco
State: CA
Zip: 94104

Site: Address Line 2: State: Zip: 94104

Synonyms: Active Industries: Account Team: PL00000000

Account Type: Clinic Main Phone #: Main Fax #:

Products & Services (Service) — 916

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-5706	A K Parker Agreement	Local Services Bundle
DSL Service	415-987-5706	A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Products & Services (Billing) — 918

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-5706	A K Parker Agreement	Local Services Bundle
DSL Service	415-987-5706	A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Quotes — 920

Status	Quote Number	Name
Order Placed	12-3728	DSL Lines

Trouble Tickets — 924

Status	Ticket ID #	Alt text
Open	3118104	Bus 98896 when calling out Lots of wrong numbers

Orders — 922

Status	Order Date	Order #	Type	Opportunity
Pending	07/12/2001	12-3829		

Additional Account Info — 926

Recommended Products — 928

930

Quote
932

Quote #
1-10114H

Revision:
1

Name:
1-10114H

Active:
☒

Comments:

Opportunity:

***Status:**
Order Placed

Price List:
Application List Prices - eBusiness

Discount:

Agreement Name:

Organization:
Default Organization

Account:
Marriott International

Last Name:
Dalton

First Name:
Mike

***Currency:**
USD

Service Account:
Marriott International

Billing Account:
Marriott International

Site:
HQ

***Sales Rep:**
SADMIN

Effective:
8/2/2001

Through:
9/2/2001

***Created:**
8/3/2001

Due:

More Info | **Agreements** | **Attachments** | **Bill To/Ship To** | **Line Items** | **Line Item (SAP)** | **Orders** | **Terms & Totals** | **Charts**

New | **Save** | **Reprice** | **Reprice All** | **Customize**

Renumber | **Profile** | **Ungroup**

1-4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	10114H-10114H-10114H	150.00	150.00	1500.00	Each		12-18HDJ39	Add

Fig. 9D-1

Fig. 9D-2

← 936

More Info		Agreements		Attachments		Bill To Ship To		Orders		Terms & Totals		Charts	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Service Point ID	Action				
1	10	California Wireless 6	150.00	150.00	1500.00	Each		12-49HDJ99					
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update				
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add				
4	1	Hands Free Access	0.00	0.00	0.00	Each			Delete				

Totals		Line Item Detail		Attributes		Deals	
Product:	California Wireless 600	Service Account:	A.K. Parker (Service)	Start Price:	29.95	Update:	
Service ID:		Billing Account:	A.K. Parker (Billing)	Disc %:	10	Comment:	
Service Point ID:		Agreement Name:	Test Agreement	Disc Amount:		Pricing Co:	
Action:	Add	*Qty:	10	Disc Price:		Product 1:	
Package:		Write-In Product:		Keep Discount:	<input type="checkbox"/>	Part #:	
Service:		Attributes:		Current Discount:		Upsell:	
Service Asset #:		Covered Product:		Next Discount:			
				Net Disc %:	10		

Fig. 9D-3

FIG. 9E

938

Sales Order

New

Save

Revise

Submit

1 of 7

Order #

36-14781176

Type

Sales Order

Priority

Medium

Status

Open

Revision

1

Account

A.K. Parker

Site

Santa Clara

Last Name

Opperman

First Name

Giles

Service Account

A.K. Parker (Service)

Billing Account

A.K. Parker (Billing)

Description

Description to the Sales Order.

Team

KLAKSHI

Organization

Default Organization

Currency

USD

Opportunity

Service Warranties for Pe

Quote #

10-3V6RF

SR #

36-J637WEBX

Agreement Name

Test Agreement

More Info

Line Items

Terms

Payment

Attachments

Charts

Back Office (Oracle 10g)

Line Items (SNP 524)

Back Office (Oracle 11g)

Update Item

New

Save

Print

Export

Import

Sequence

Qty

Item

Start Price

Net Price

Extended Price

UoM

Status

Action

Service Account

Billing Account

50.00

50.00

50.00

Each

Pending Update

A.K. Parker (Service)

A.K. Parker (Billing)

Fig. 9E

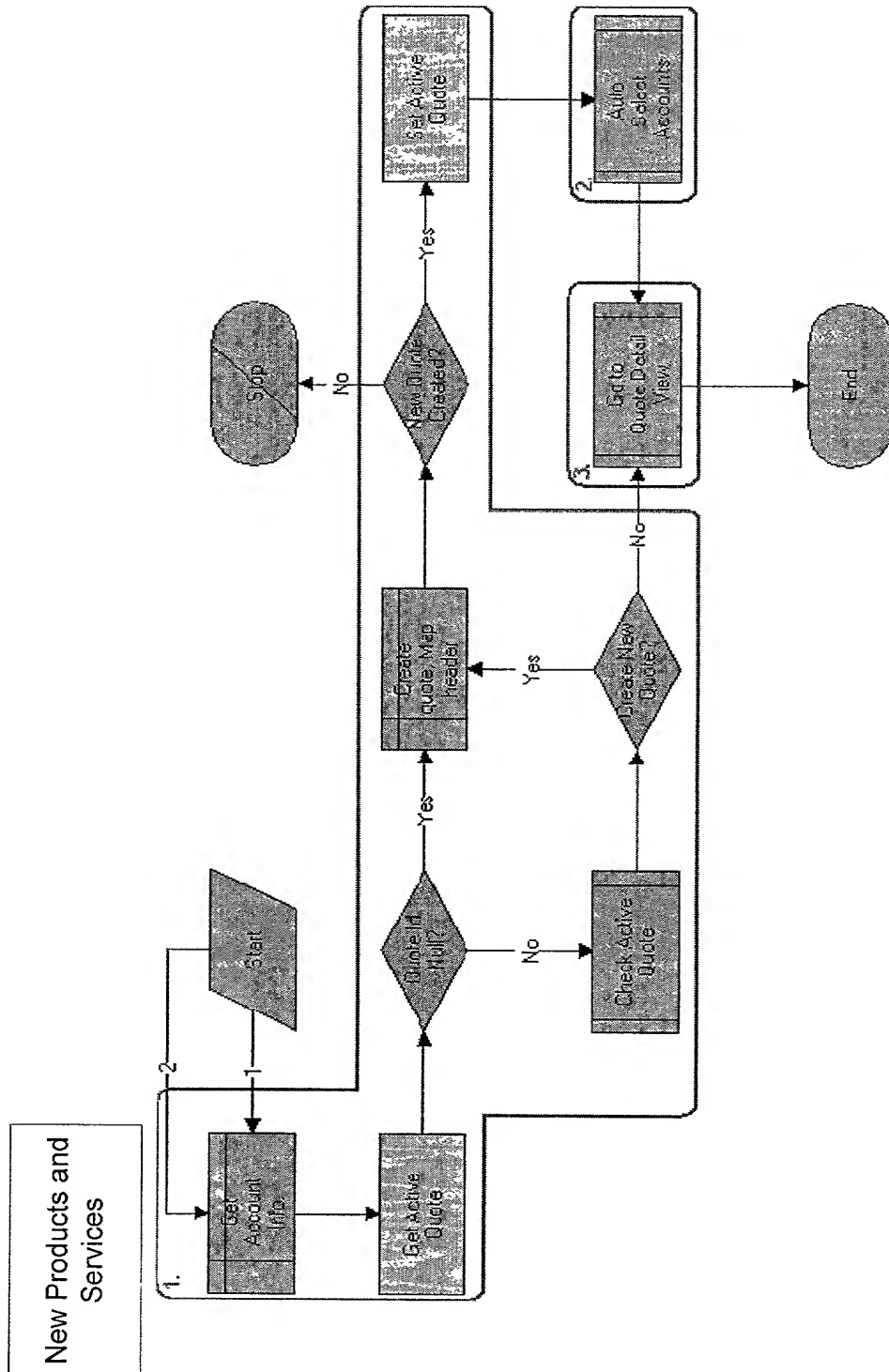


Fig. 10A

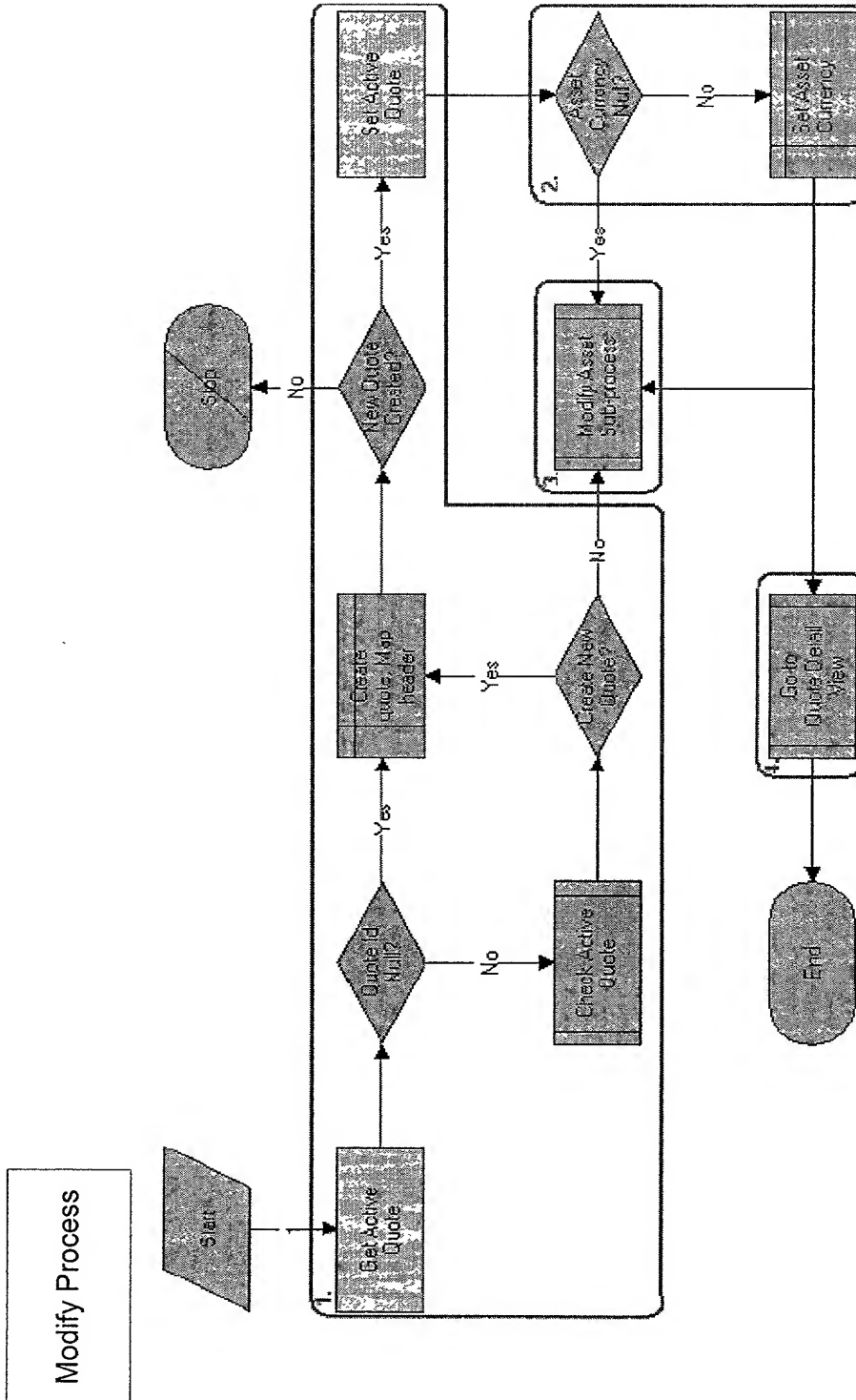


Fig. 10B-1

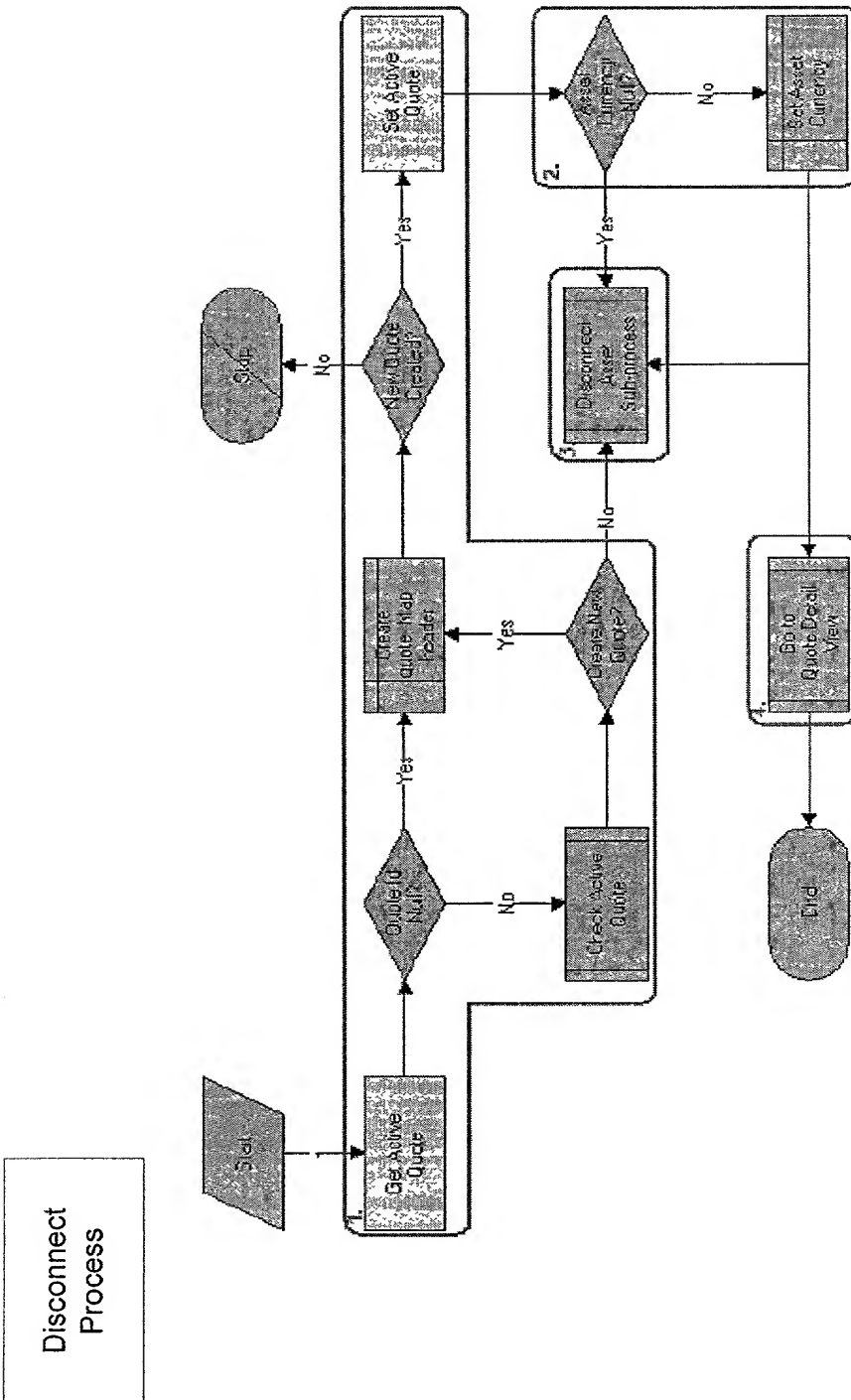


Fig. 10C-1

2005T90" T458200T

Disconnect Asset
Sub-Process

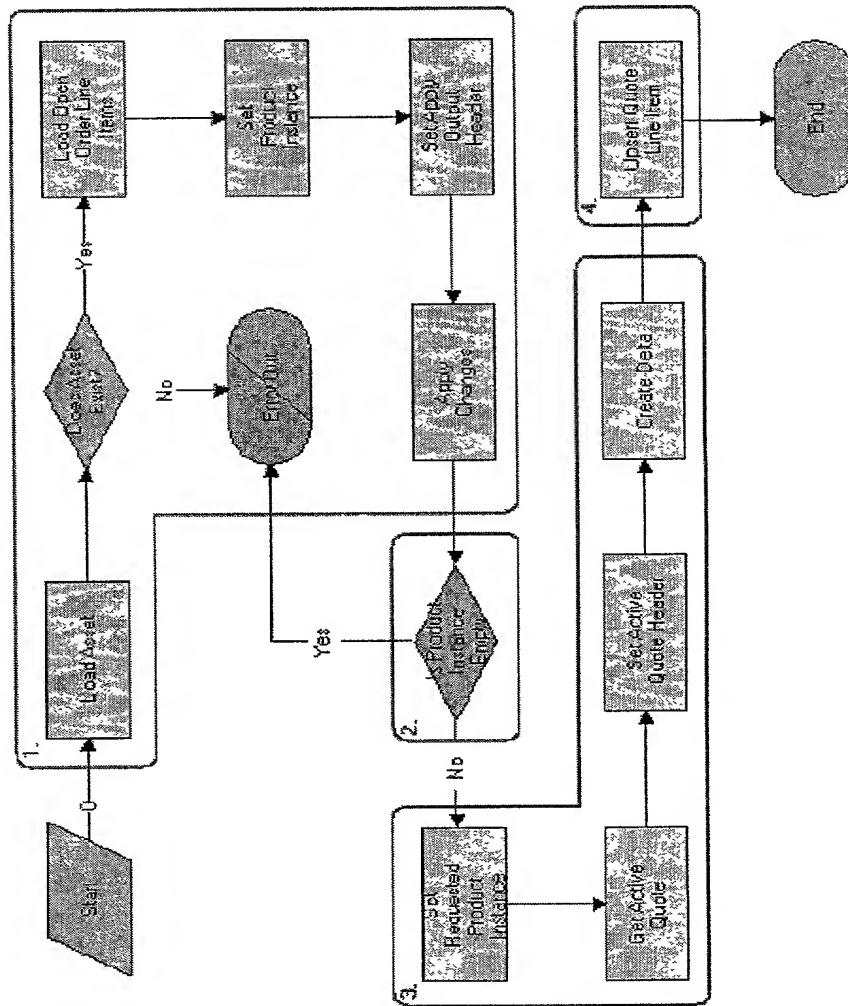


Fig. 10C-2

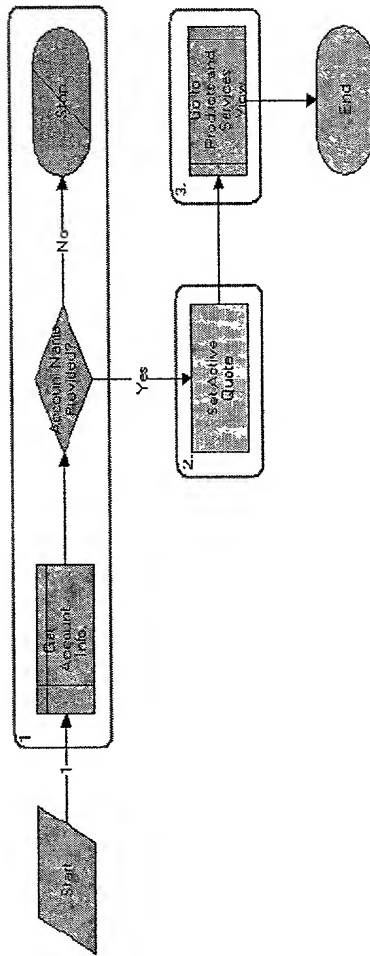


Fig. 10D

Profile Process

Edit Quote Line
Item Process

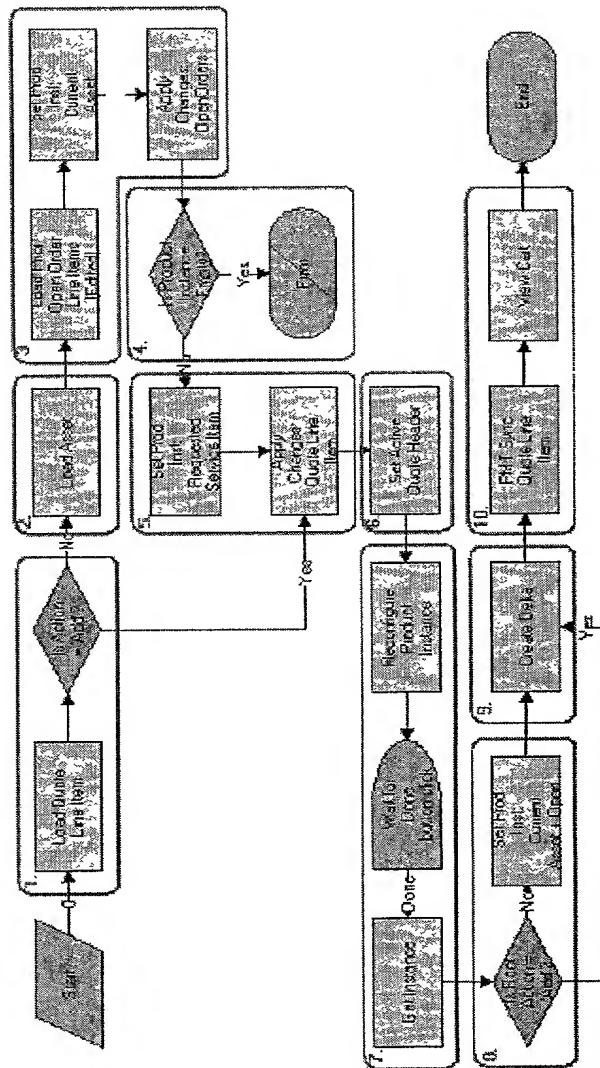


Fig. 10E

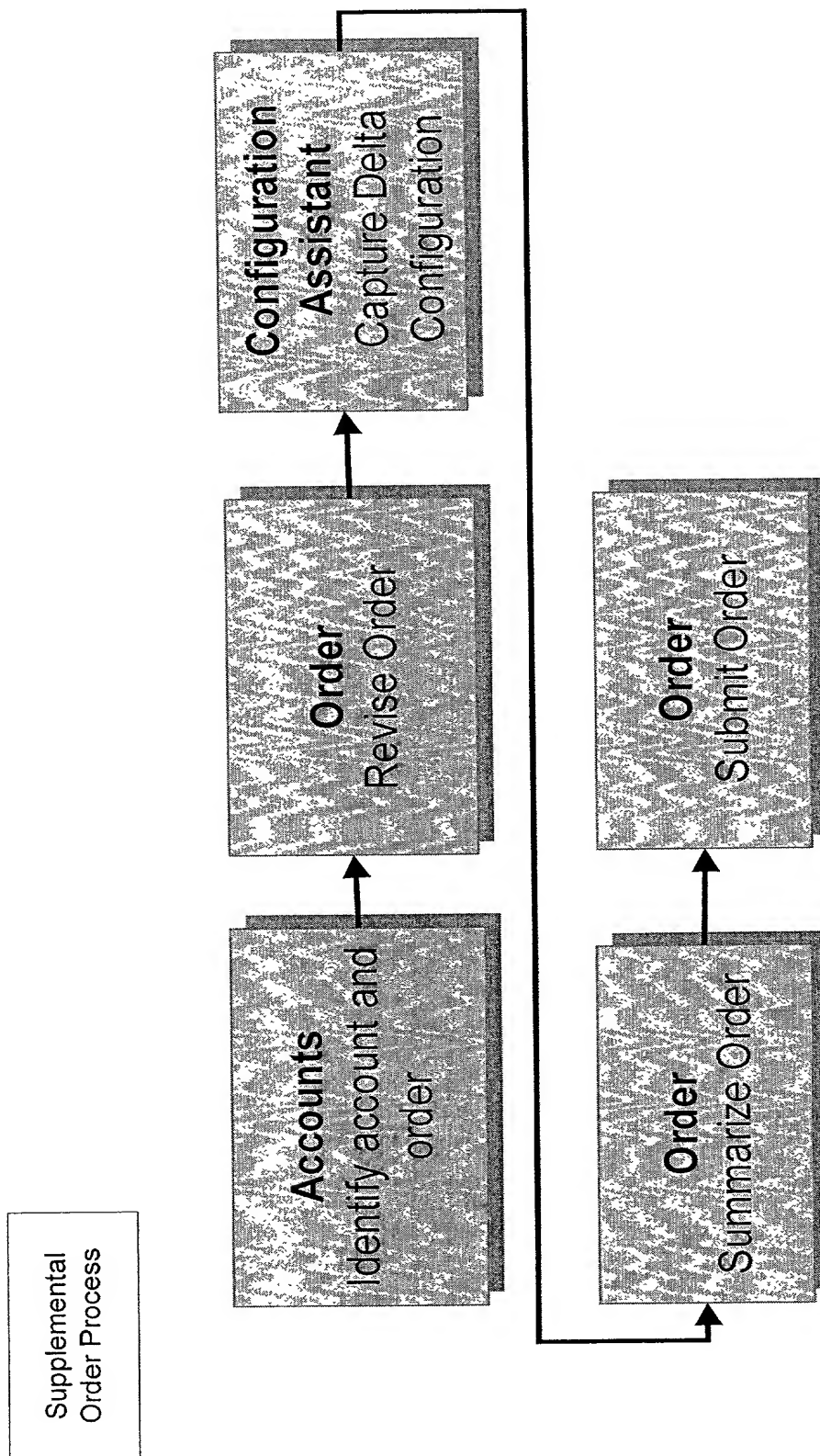


Fig. 10F

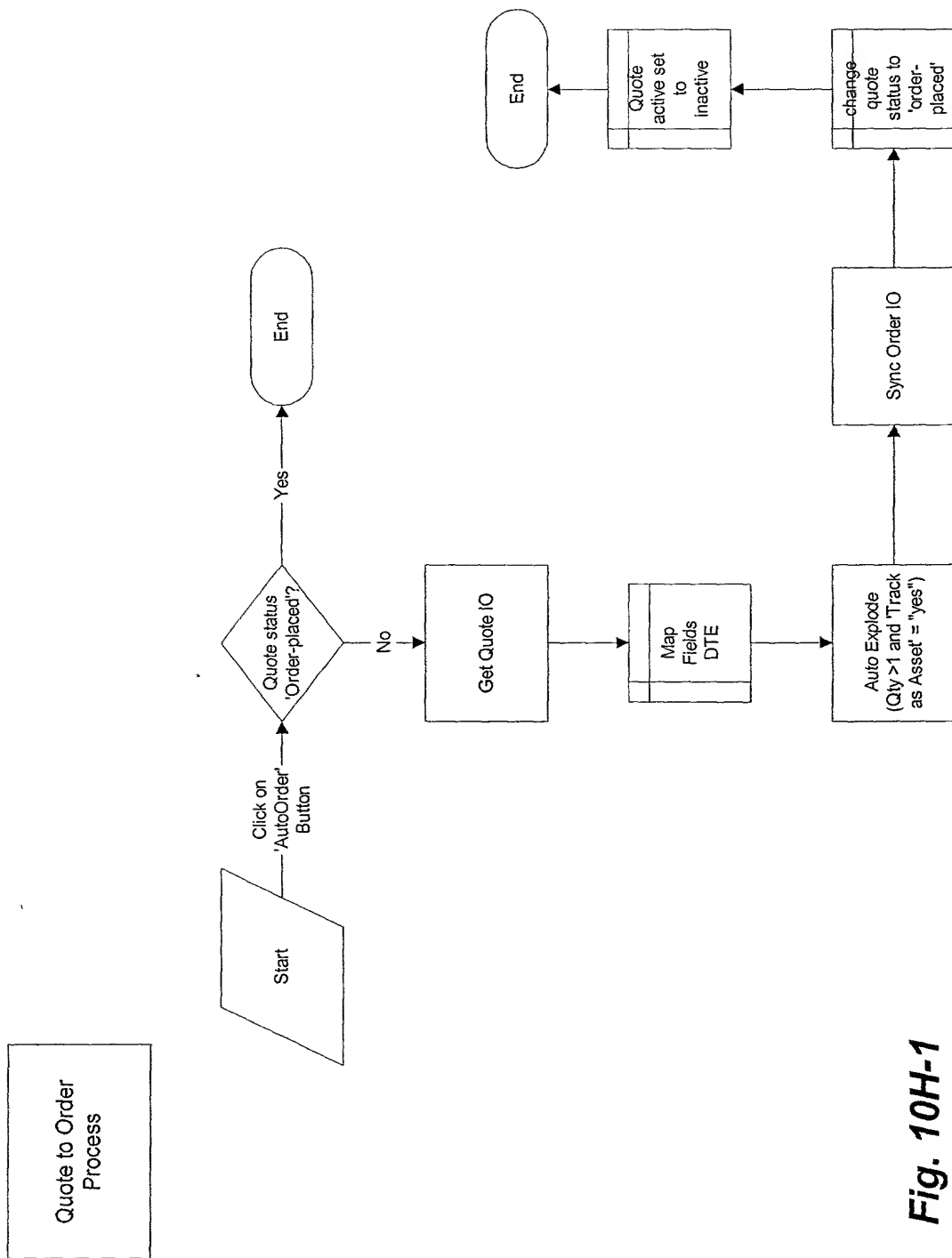


Fig. 10H-1

Quote: **Quote**

Quote #:	1-10MLH	Opportunity:	Account:
Revision:	1	*Status:	Marriott International
*Name:	1-10MLH	Order Placed	Last Name:
Active:	<input checked="" type="checkbox"/>	Price List:	Dalton
		Application List Prices - eBusine...	First Name:
		Discount:	Mike
			*Currency:
			USD

Agreements **Attachments** **Bill To/Ship To** **Shipments** **Product Search** **Line Items** **Line**

1 of 1

Order #	Order Date	Type	Status	Account	Priority
912701713604	9/18/2001 2:38:26 PM	Sales Order	Open	Marriott International	Medium

Sales Order
Service Order
Columns Displayed...
Advanced Sort...
Change Records
Merge Records
Import...
Export...
Select All
Invert Selection
New Record
Edit Record
Save Record
Copy Record
Undo Record
Delete Record
New Query
Run Query
Refine Query
First Records
Last Records

FIG. 10H-2

Update
Opportunity
Process

2003T033 T45300T

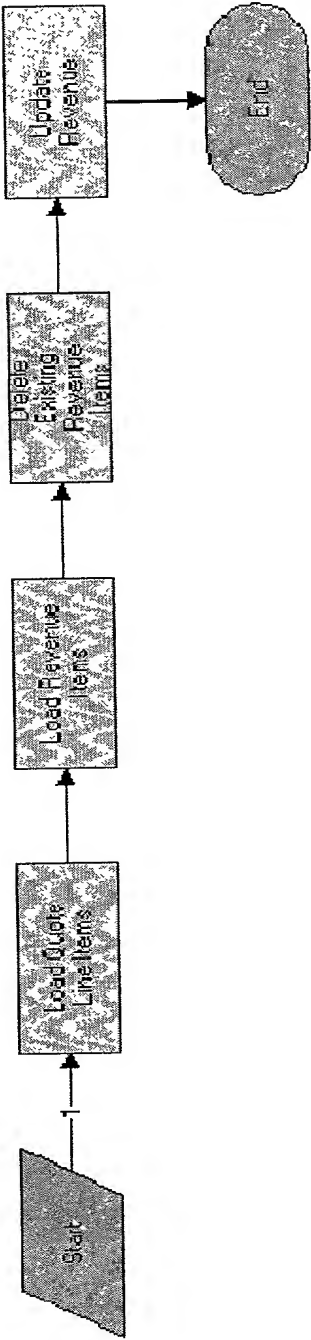


FIG. 101

20050406

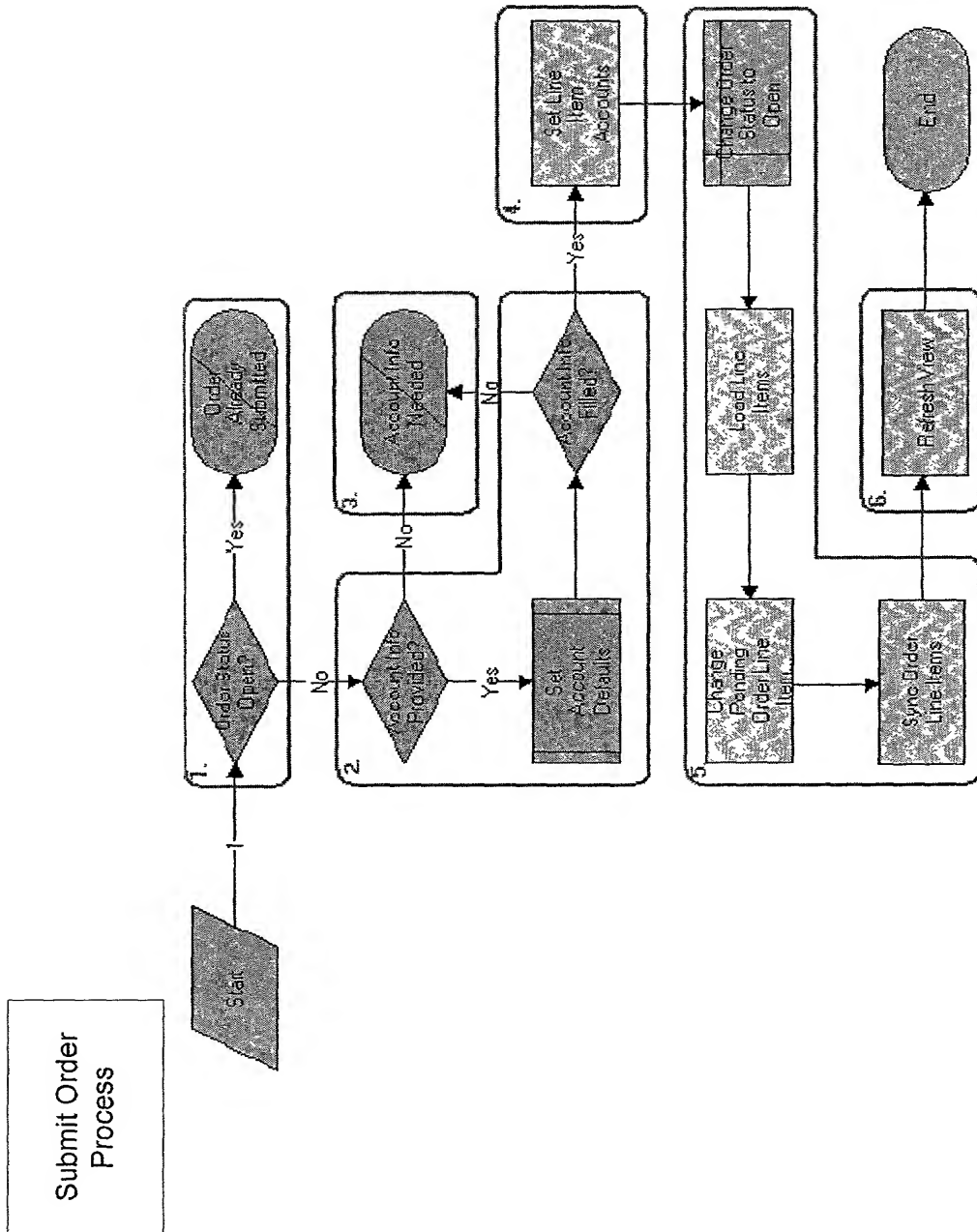


Fig. 10J

2007-03-14 14:58:00

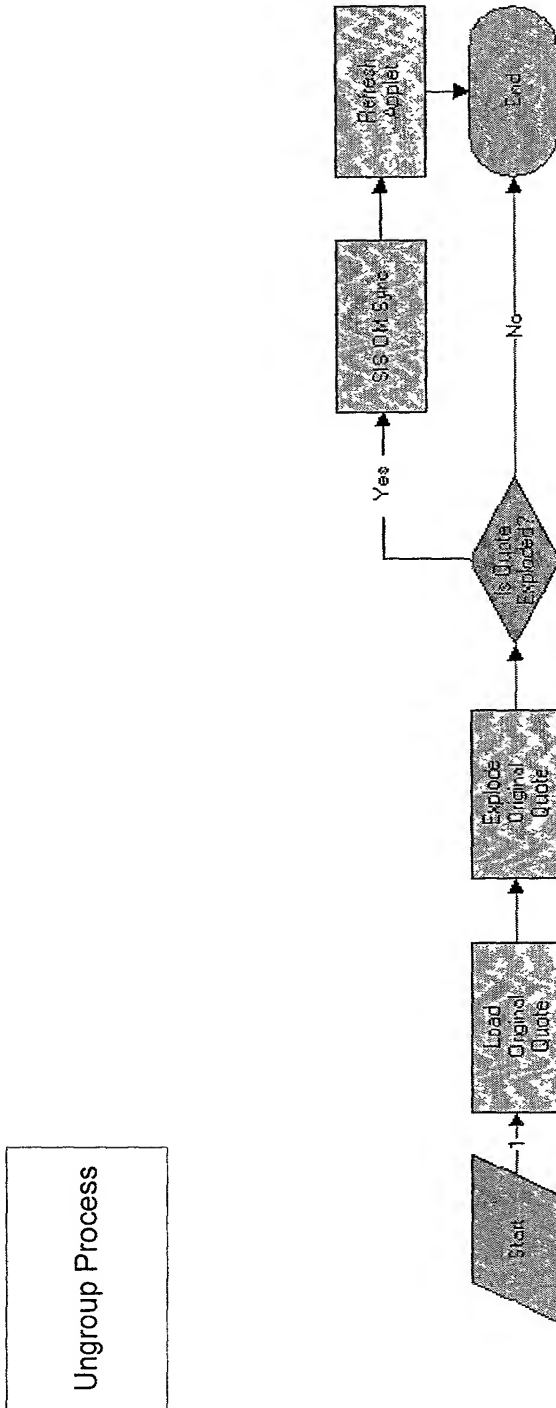
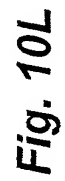


Fig. 10K



Move Process

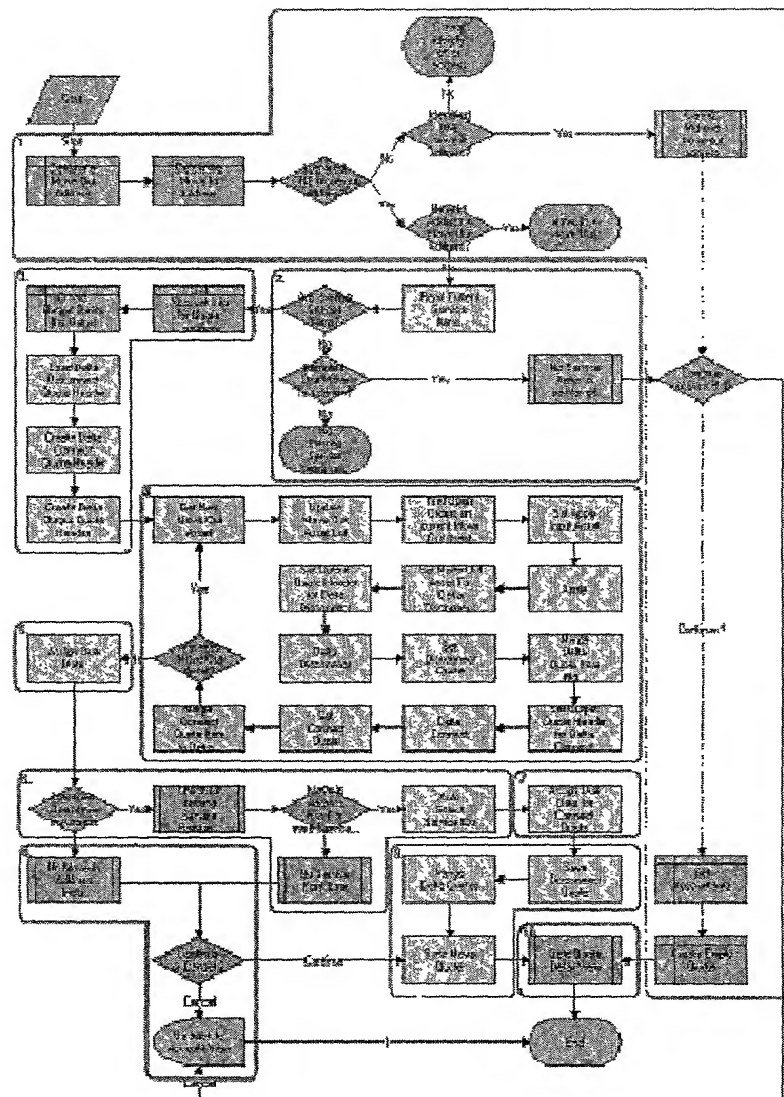


Fig. 10M

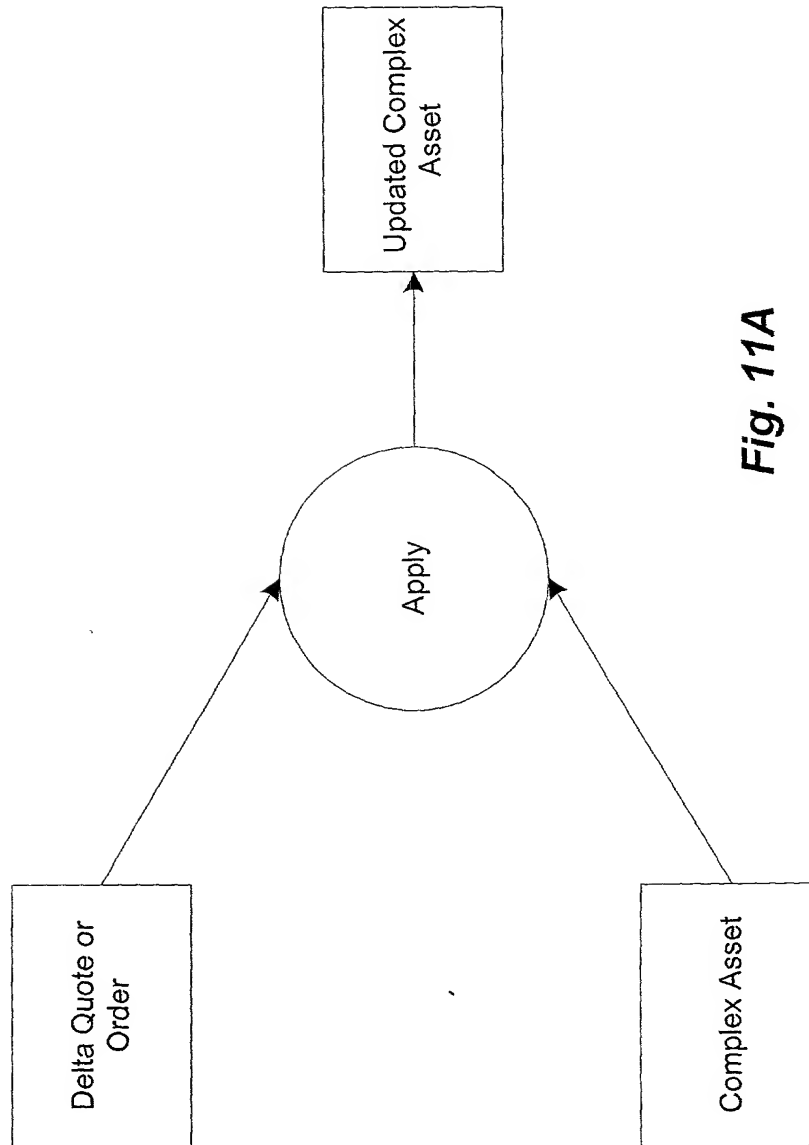


Fig. 11A

20250714 15:20:01

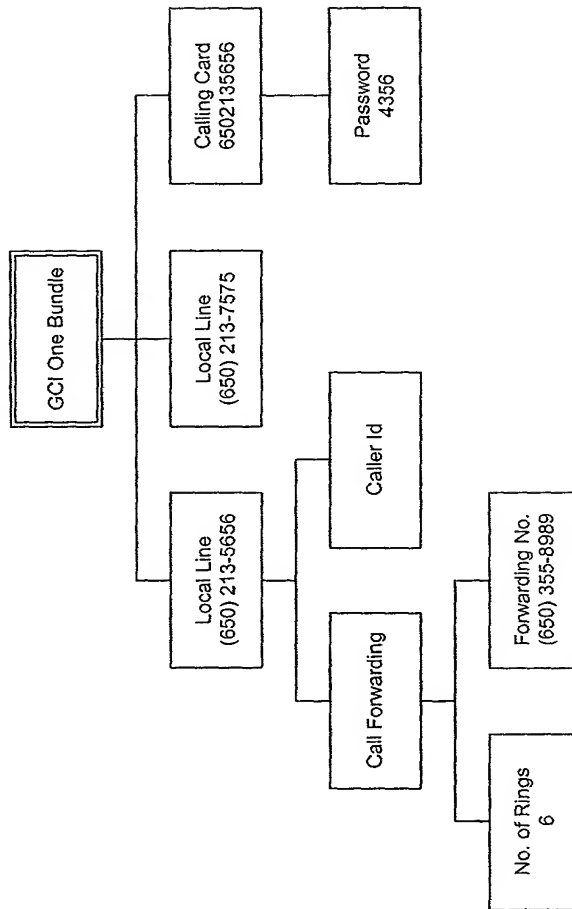


Fig. 11B-1

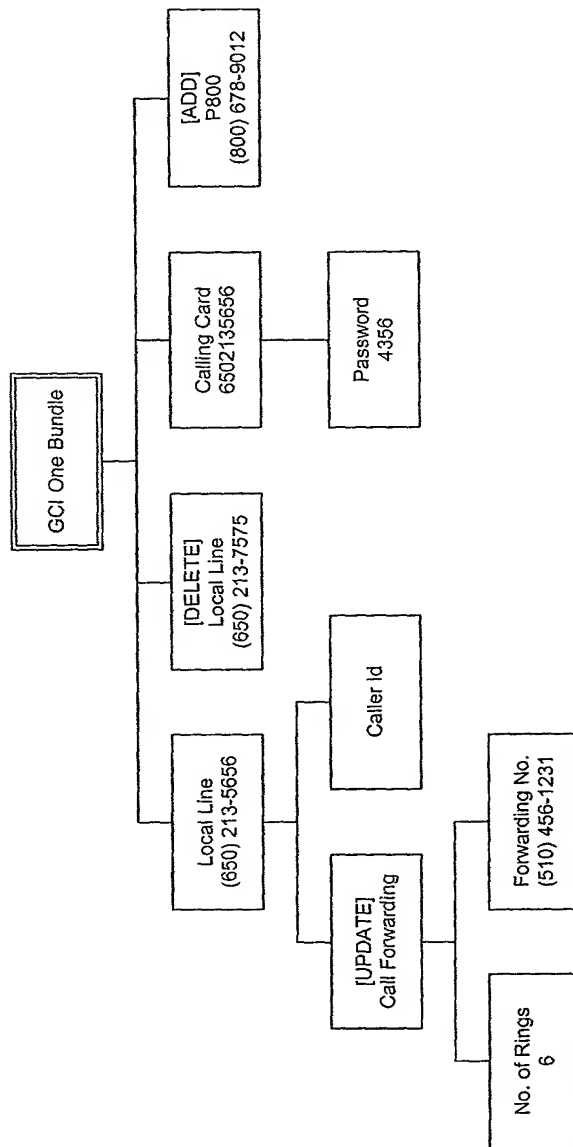


Fig. 11B-2

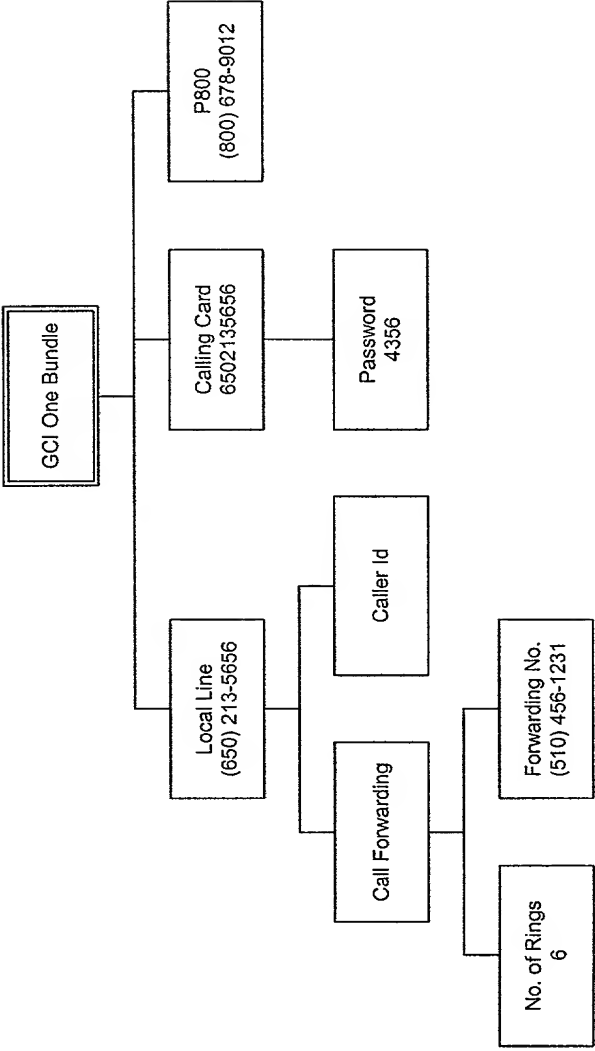


Fig. 11B-3

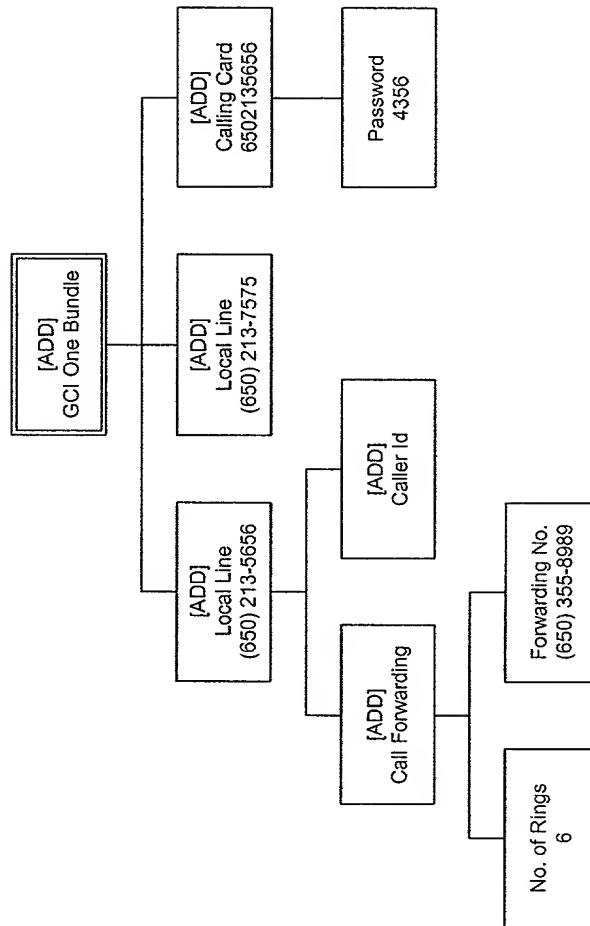


Fig. 11C-1

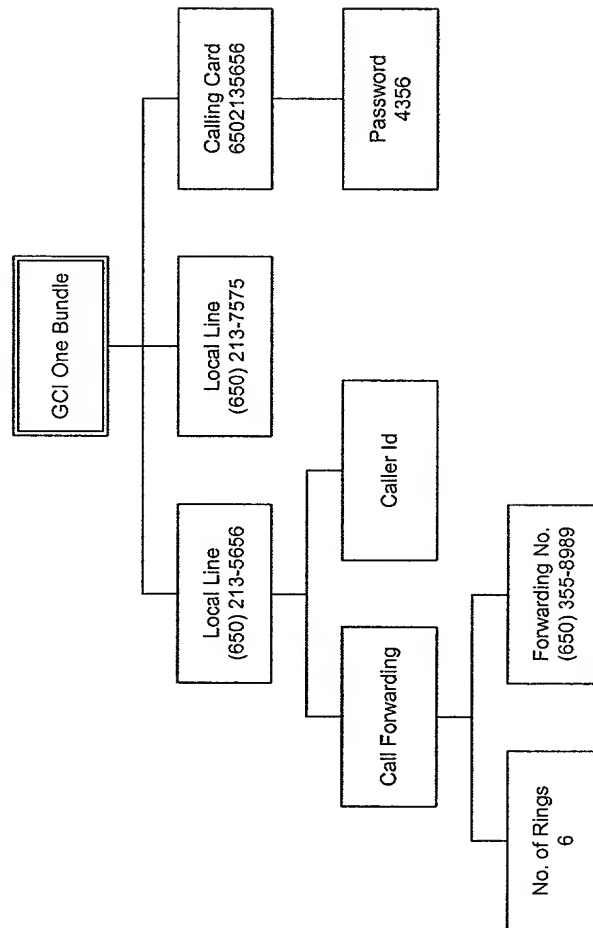


Fig. 11C-2

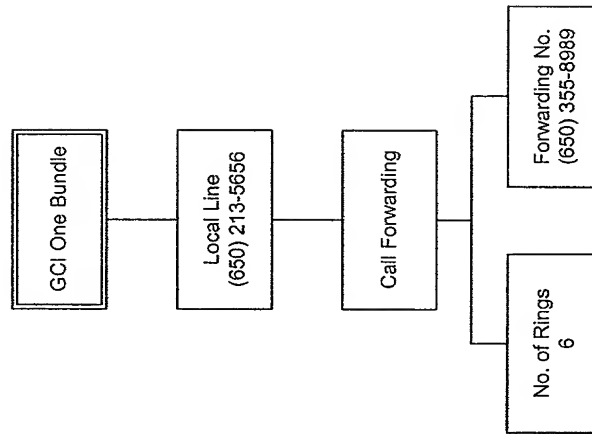


Fig. 11D-1

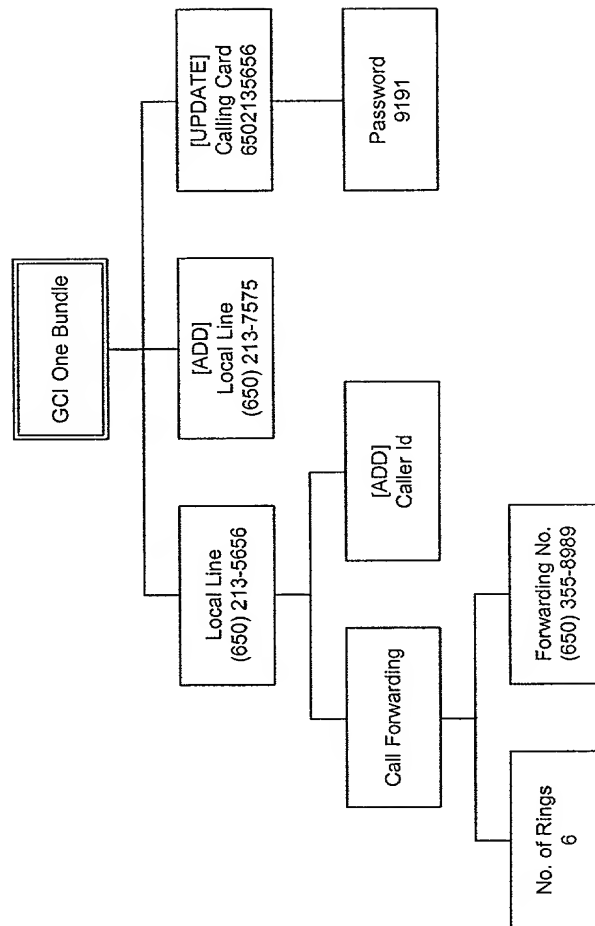


Fig. 11D-2

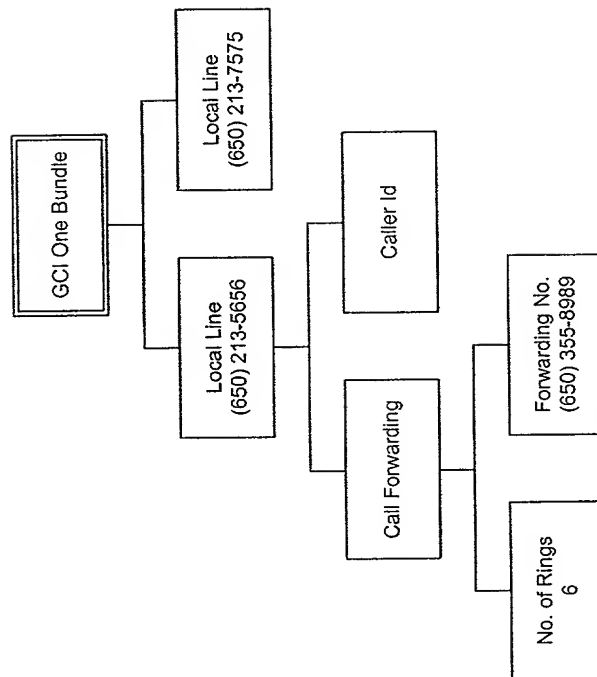


Fig. 11D-3

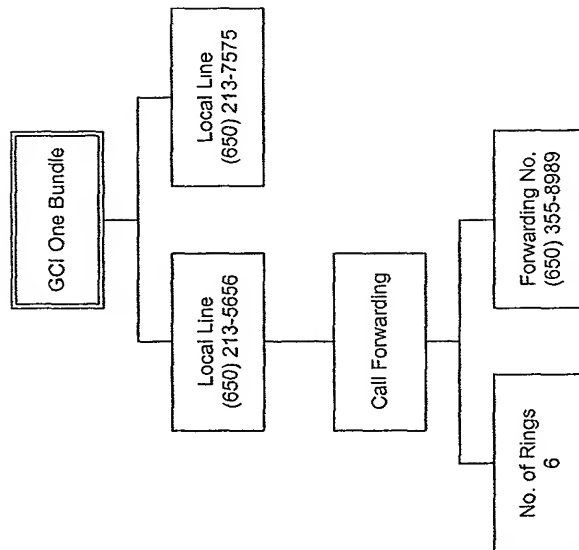


Fig. 11E-1

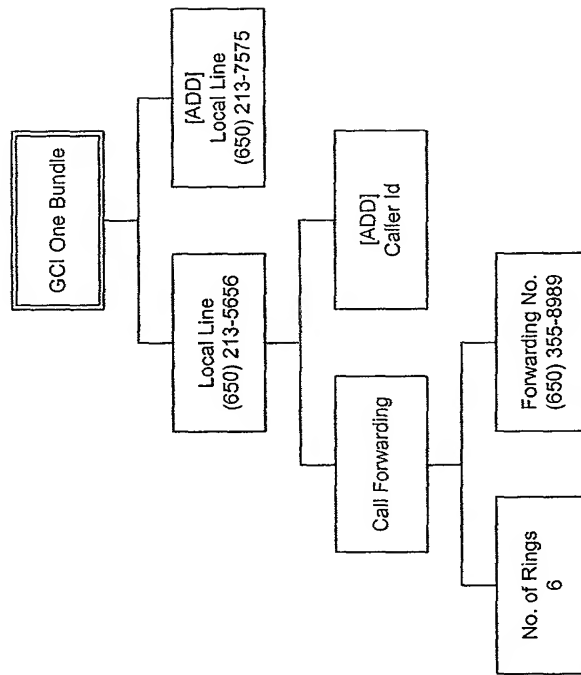


Fig. 11E-2

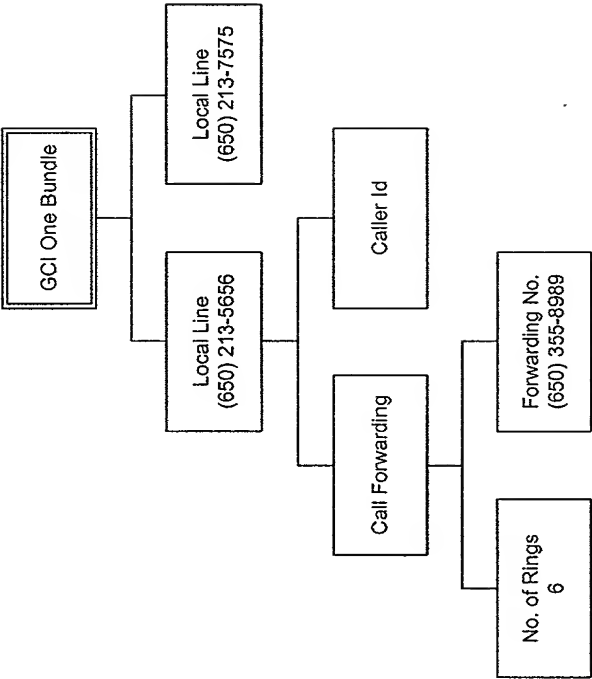


Fig. 11E-3

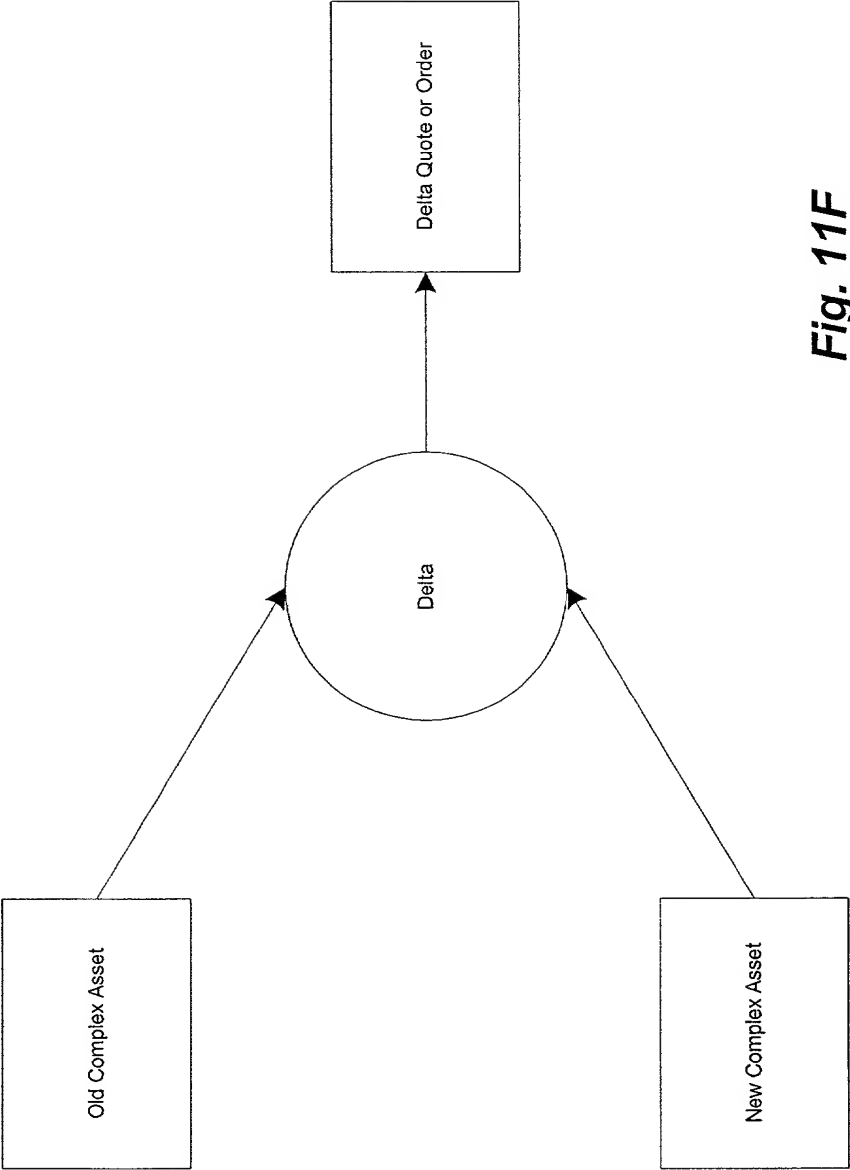


Fig. 11F

2008F09" F450200F

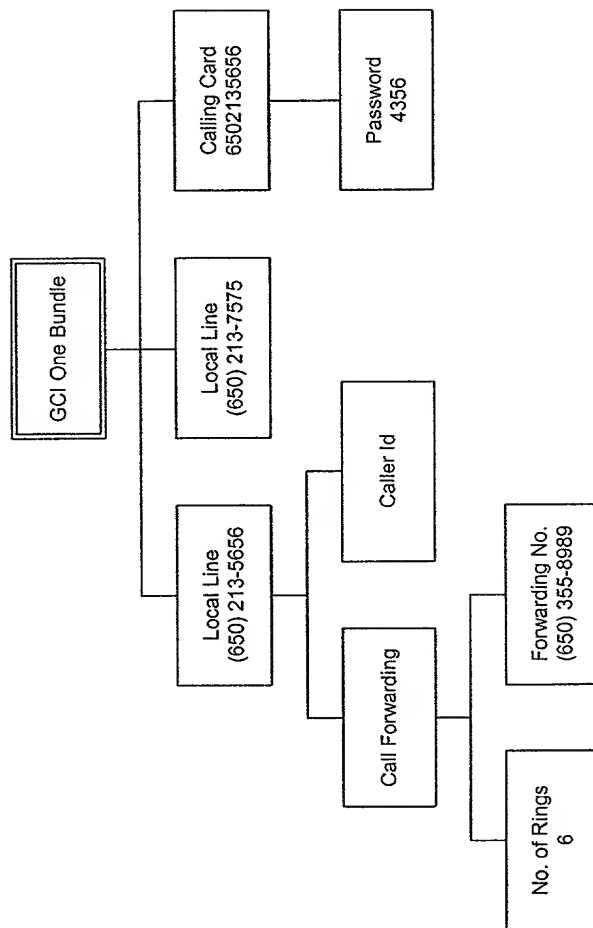


Fig. 11G-1

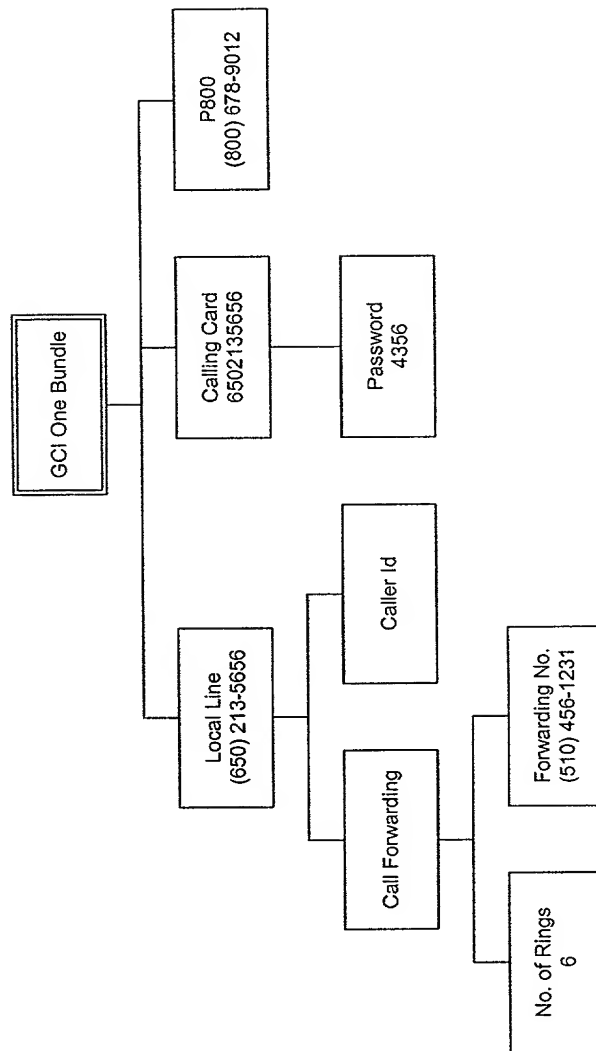


Fig. 11G-2

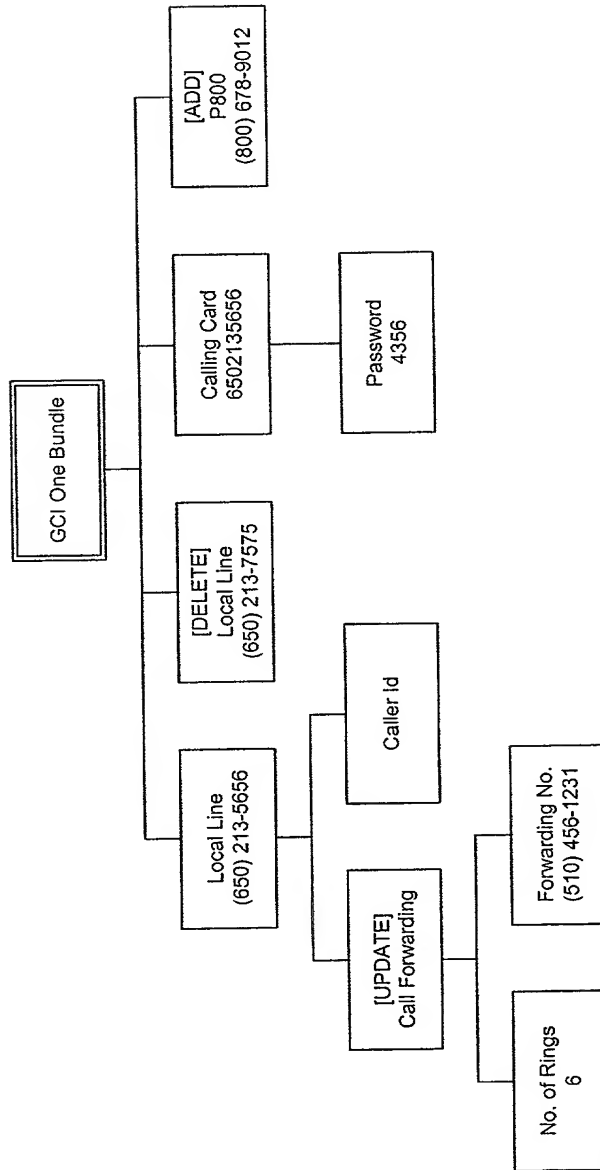


Fig. 11G-3

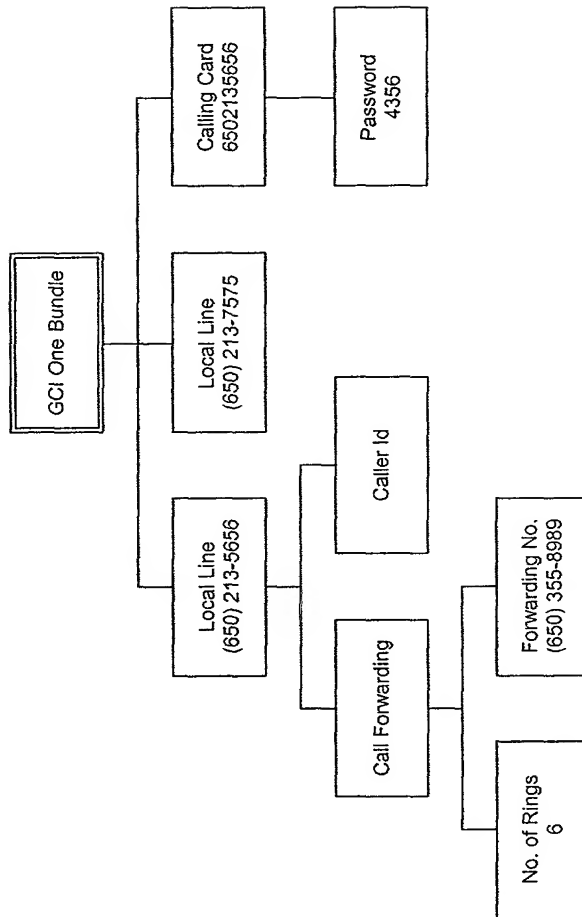


Fig. 11H-1

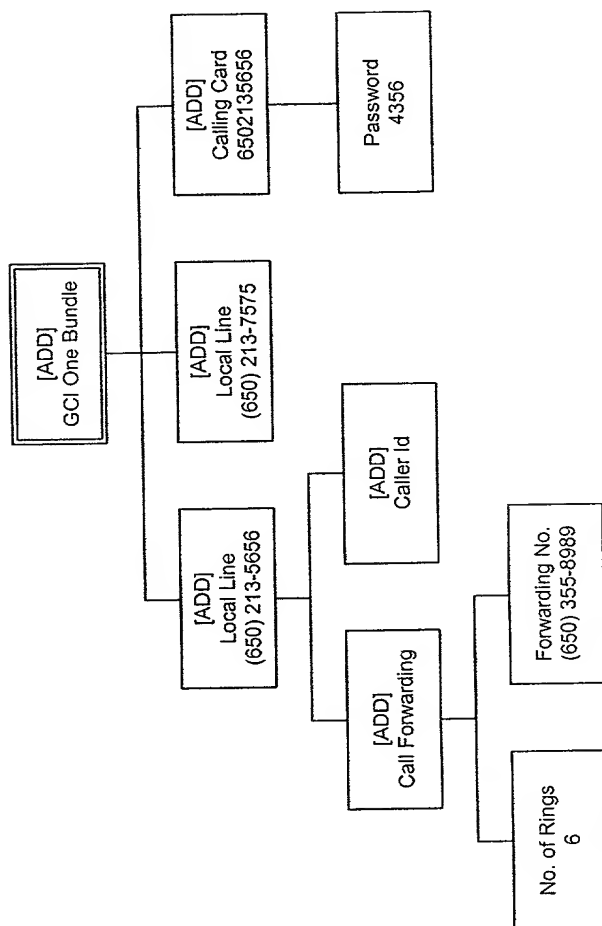


Fig. 11H-2

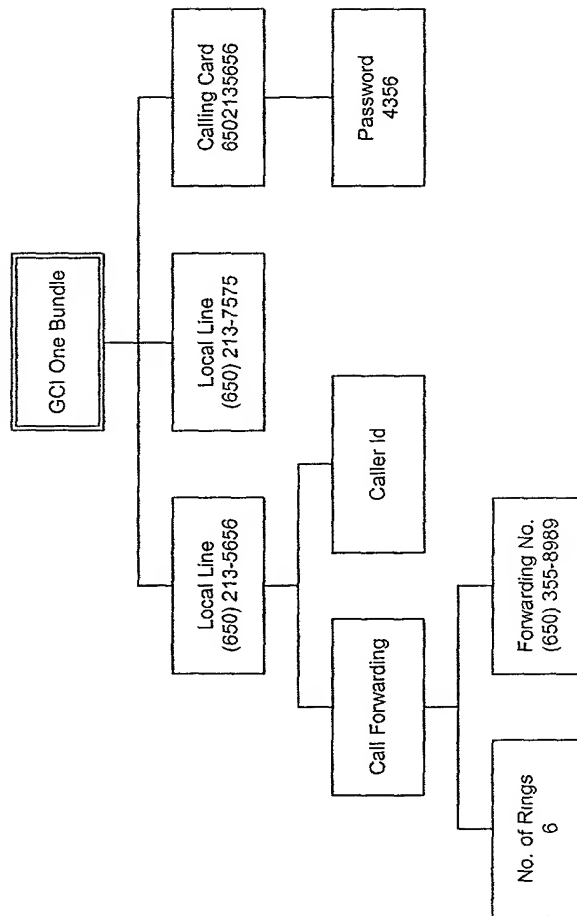


Fig. 11I-1

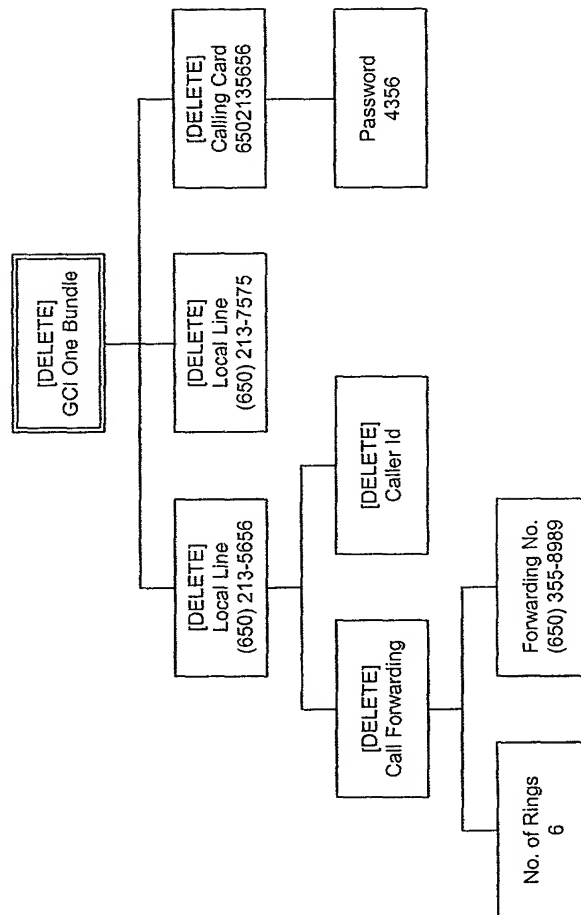


Fig. 11I-2

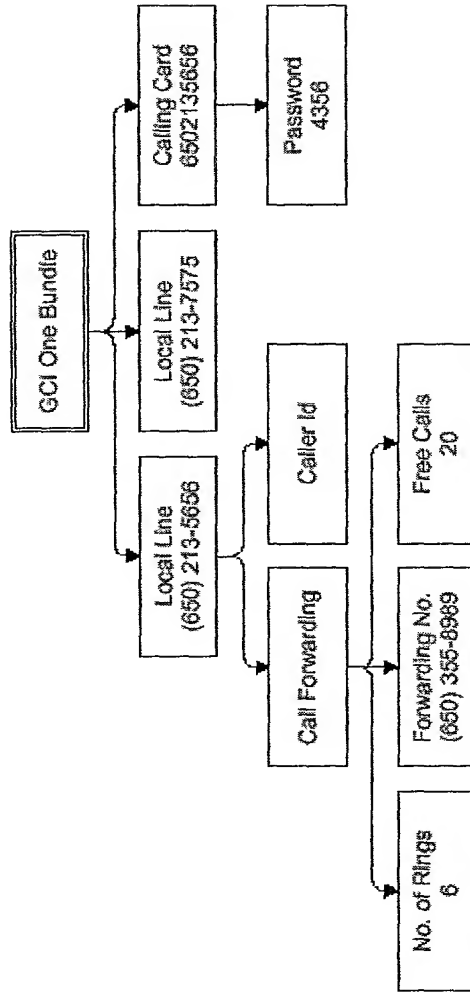


FIG. 11J-1

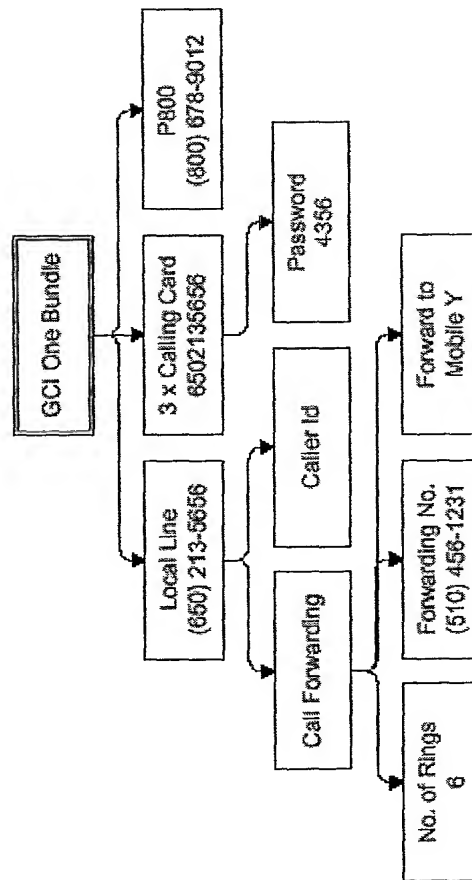


FIG. 11J-2

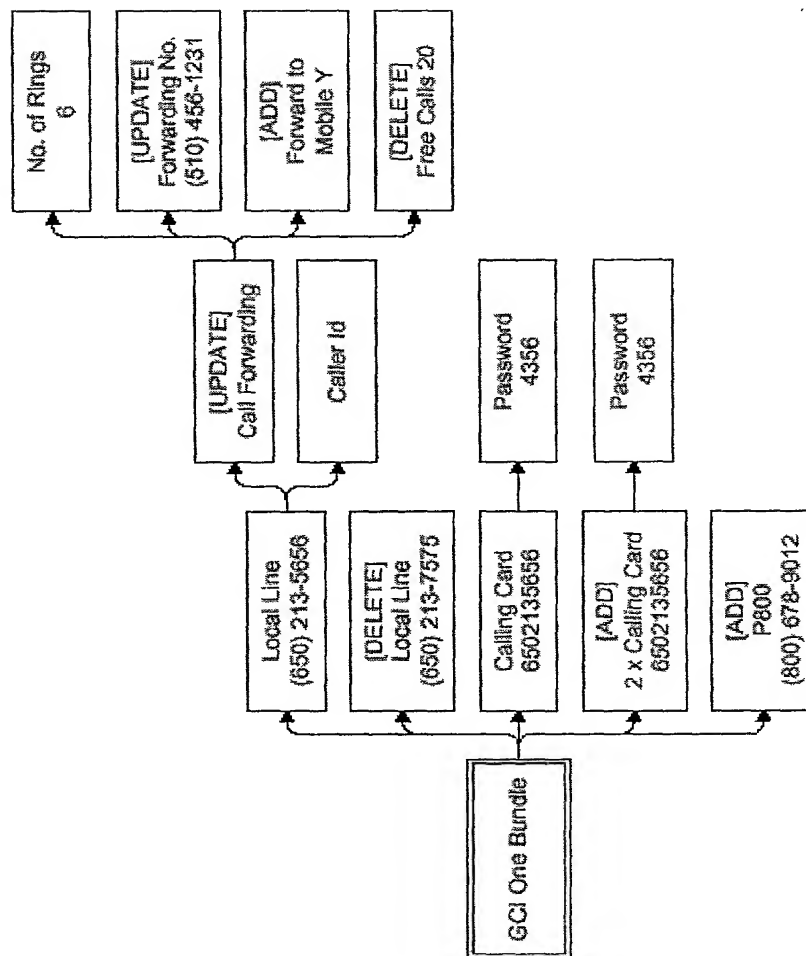


FIG. 11J-3

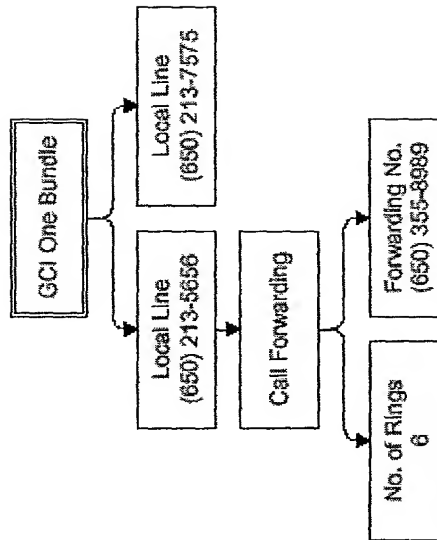


FIG. 11K-1

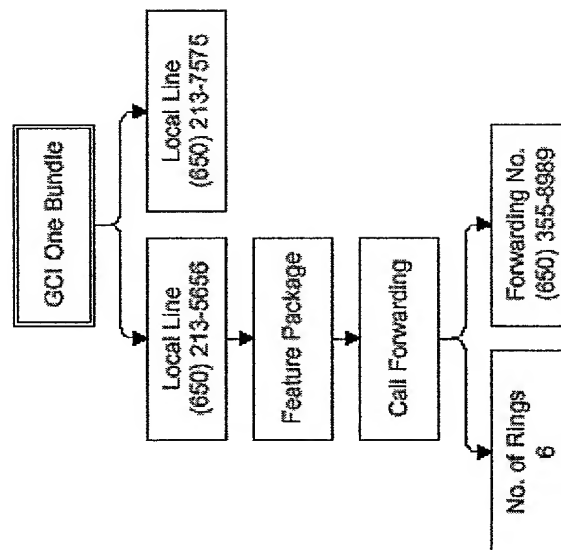


FIG. 11K-2

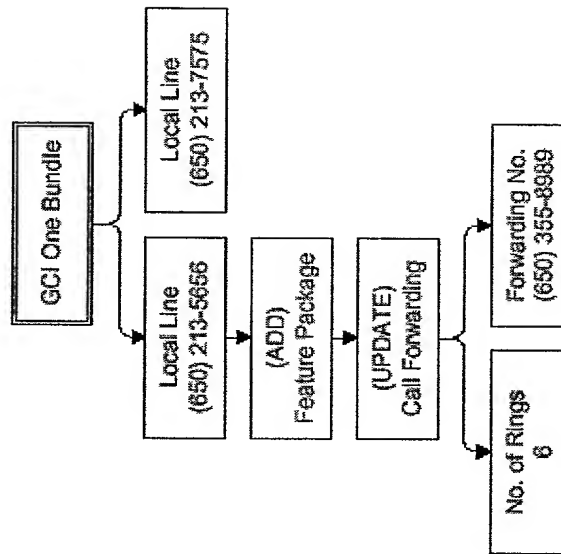


FIG. 11K-3

2005F03/T4583001

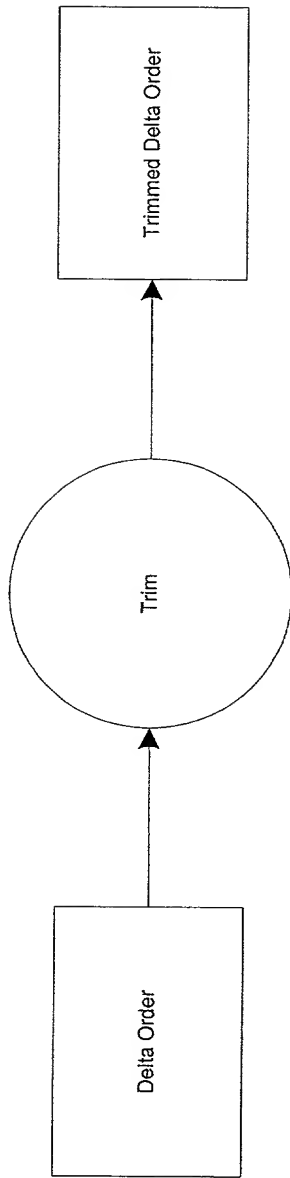


Fig. 11L

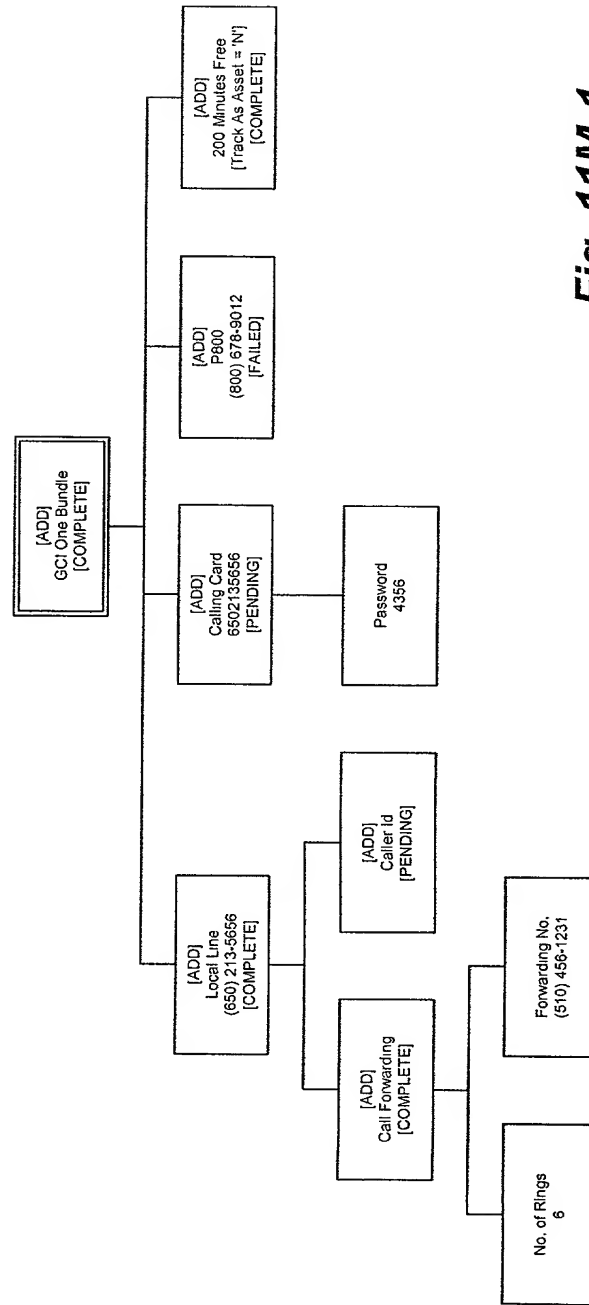


Fig. 11M-1

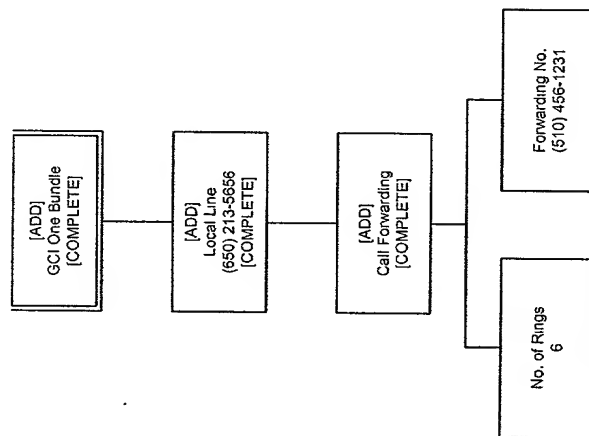


Fig. 11M-2

2007-09-14 14:53:30

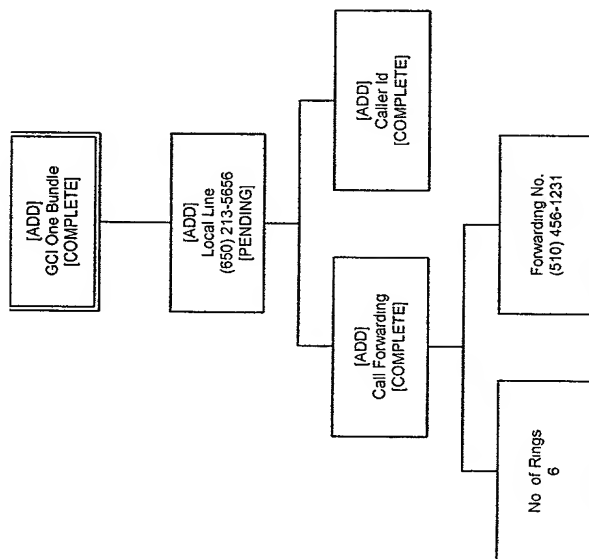


Fig. 11N-1

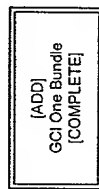


Fig. 11N-2

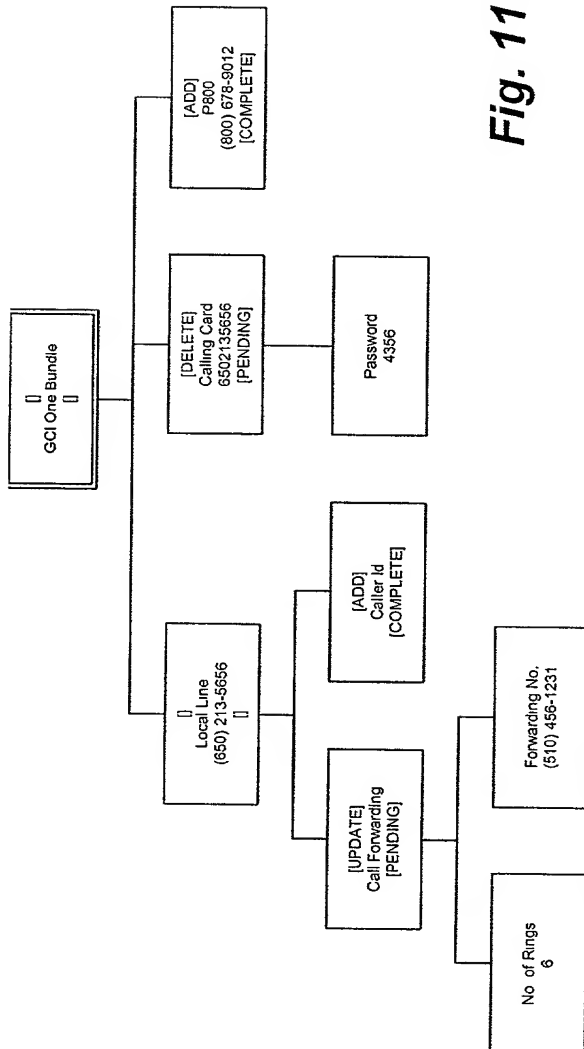


Fig. 110-1

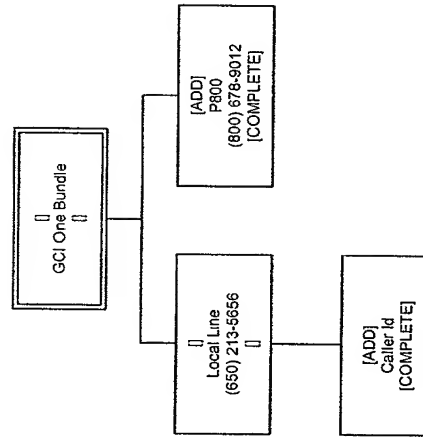


Fig. 110-2

Fig. 11P

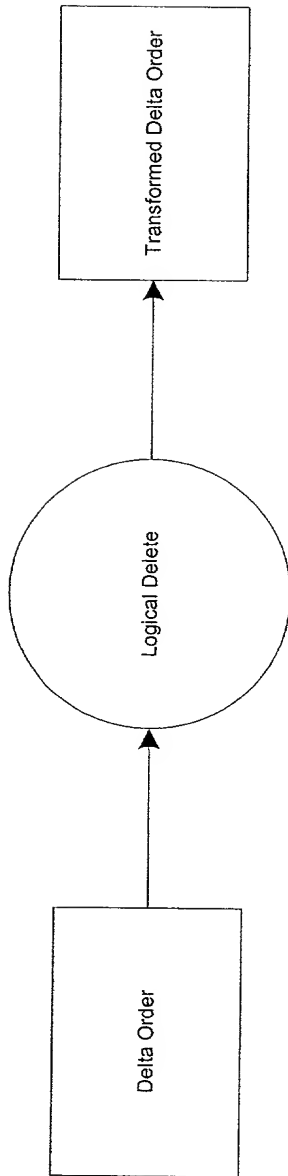
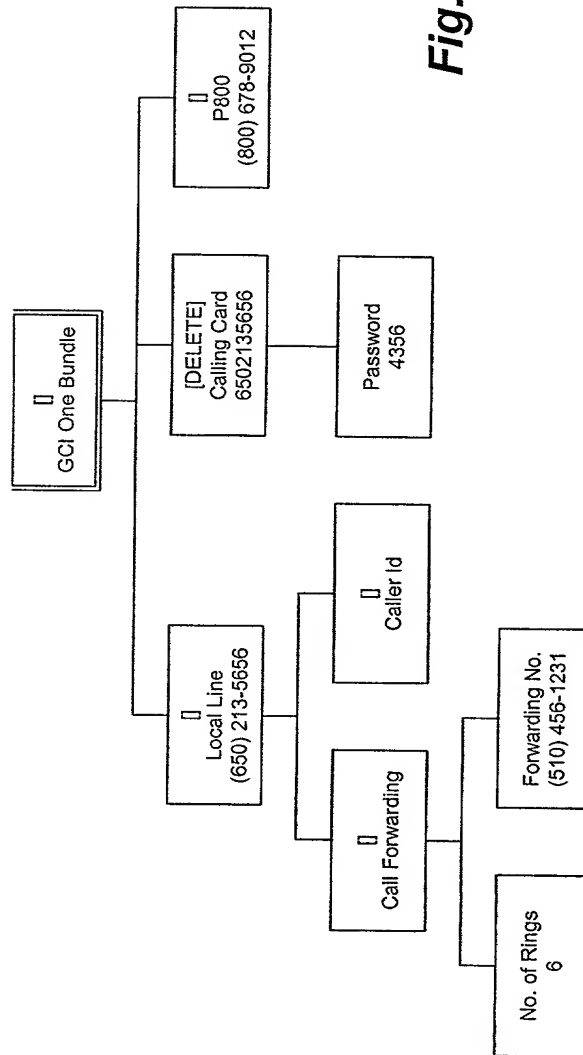


Fig. 11Q-1



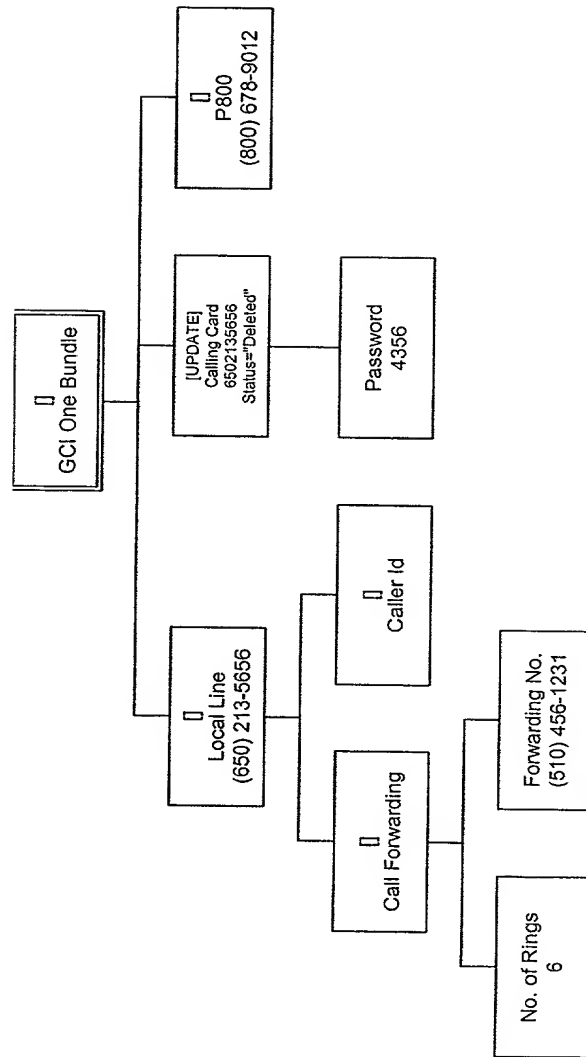


Fig. 11Q-2

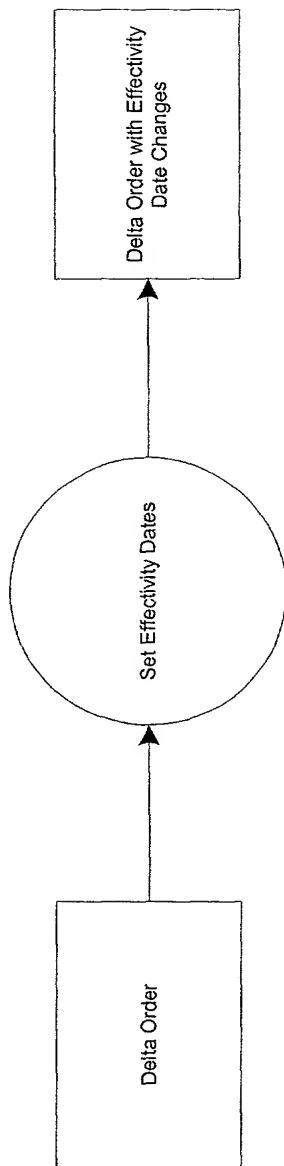


Fig. 11R

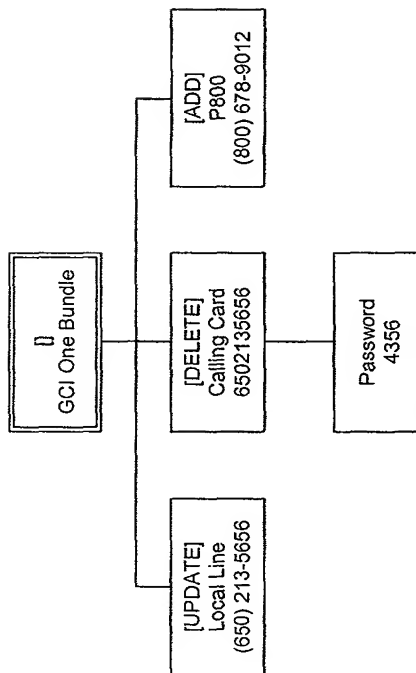


Fig. 11S-1

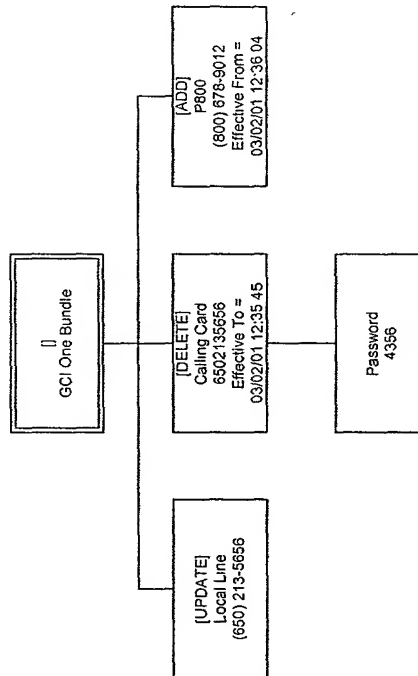


Fig. 11S-2

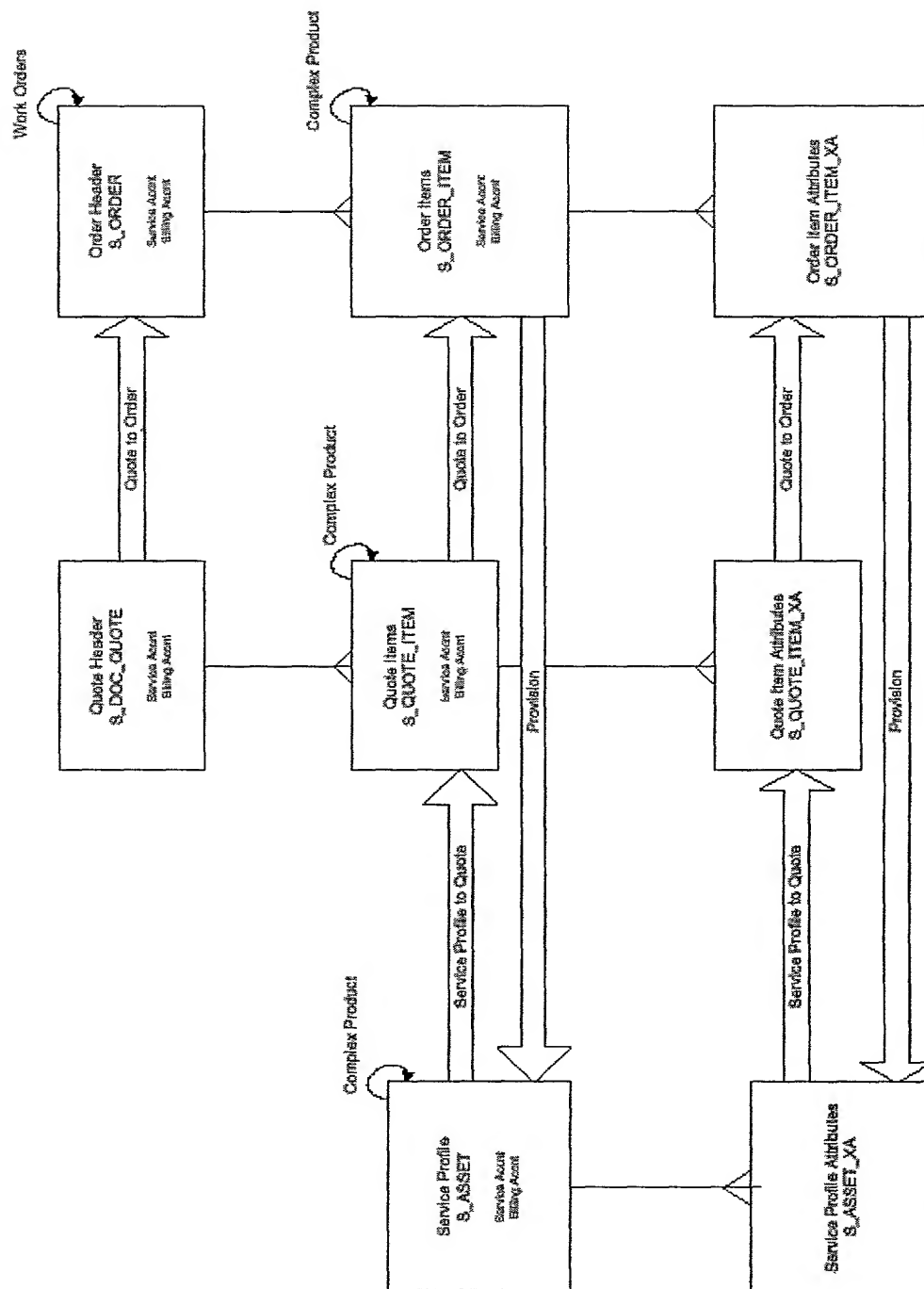


FIG. 12